

DS-320 User's Guide

Contents

DS-320 User's Guide	7
Scanner Basics	8
Scanner Parts Locations	8
Scanner Parts.....	8
Scanner Buttons and Lights.....	11
User Replaceable Epson Scanner Parts and Accessories	12
Changing the Power Save Settings	12
Loading Originals	14
Loading Originals in the Input Tray.....	14
Original Document Specifications.....	19
Loading Receipts in the Input Tray	20
Receipt Specifications	25
Loading Special Originals.....	26
Special Original Specifications	31
Loading Plastic Cards in the Card Slot	32
Plastic Card Specifications	36
Scanning	37
Starting a Scan.....	37
Starting a Scan from a Scanner Button.....	37
Assigning Start Button Settings or Scan Jobs	38
Starting a Scan Using the Epson Scan 2 Icon	39
Starting a Scan from a Scanning Program.....	41
Scanning with Document Capture Pro and Document Capture.....	43
Scanning in Epson Scan 2	46
Additional Scanning Settings - Main Settings Tab	50
Additional Scanning Settings - Advanced Settings Tab	51
Scanning Settings for Special Documents.....	52
Image Format Options.....	52
Scan Resolution Guidelines	53
Scanning Special Projects.....	54

Scanning Two Originals onto One Sheet (Stitching Images) - Windows	54
Scanning Multi-Page Originals as Separate Files - Windows	56
Convert Scanned Documents to Editable Text (OCR).....	57
Scanning Using OCR - Windows	58
Scanning Using OCR - Mac	60
Saving Scanned Documents as a Searchable PDF	64
Saving a Scan as an Office Format File - Windows	66
Scanning to a SharePoint Server or Cloud Service	67
Cleaning and Transporting Your Scanner.....	70
Cleaning Your Scanner	70
Cleaning Inside Your Scanner.....	70
Checking the Scanner Roller Counter	79
Replacing the Scanner Rollers	81
Resetting the Scanner Roller Counter	87
Transporting Your Scanner	88
Solving Problems	90
Scanner Light Status	90
Solving Scanning Problems	91
Scanner Does Not Turn On or Turns Off Unexpectedly.....	92
Scanner Button Does Not Work as Expected	92
Scanning Software Does Not Operate Correctly	92
Cannot Start Epson Scan 2	93
Original Feeds Incorrectly in Scanner.....	94
Original Jams in Scanner.....	94
Scanning is Slow	96
Solving Scanned Image Quality Problems	97
Back of Original Image Appears in Scanned Image	97
Scanned Characters are Blurry	98
Characters are not Recognized During Conversion to Editable Text (OCR)	98
Ripple Patterns Appear in an Image	99
Spots or Lines Appear in All Scanned Images.....	99
Scanned Image is Cropped	100
Resetting the Epson Scan 2 Settings	100

Uninstall Your Scanner Software.....	101
Uninstalling Scanner Software - Windows.....	101
Uninstalling Scanner Software - Mac.....	102
Where to Get Help.....	102
Technical Specifications	104
Windows System Requirements	104
Mac System Requirements	104
General Specifications	105
Dimension Specifications	106
Electrical Specifications	106
Environmental Specifications	107
Safety and Approvals Specifications	108
Notices	109
Important Safety Instructions.....	109
Restrictions on Copying	111
Default Delay Times for Power Management for Epson Products.....	111
Binding Arbitration and Class Waiver	112
Trademarks	115
Copyright Notice.....	115
libTIFF Software Acknowledgment.....	116
A Note Concerning Responsible Use of Copyrighted Materials.....	116
Copyright Attribution	117

DS-320 User's Guide

Welcome to the DS-320 *User's Guide*.

For a printable PDF copy of this guide, [click here](#).

Scanner Basics

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

[Scanner Parts Locations](#)

[Changing the Power Save Settings](#)

Scanner Parts Locations

See these sections to identify the parts on your scanner.

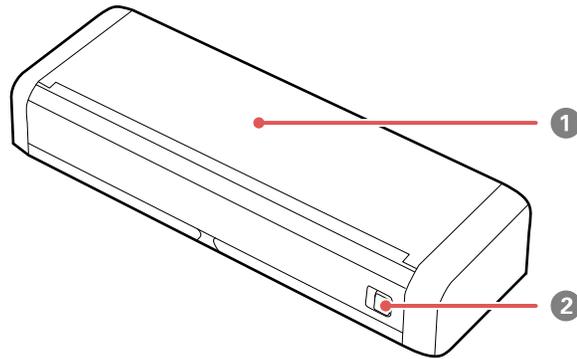
[Scanner Parts](#)

[Scanner Buttons and Lights](#)

[User Replaceable Epson Scanner Parts and Accessories](#)

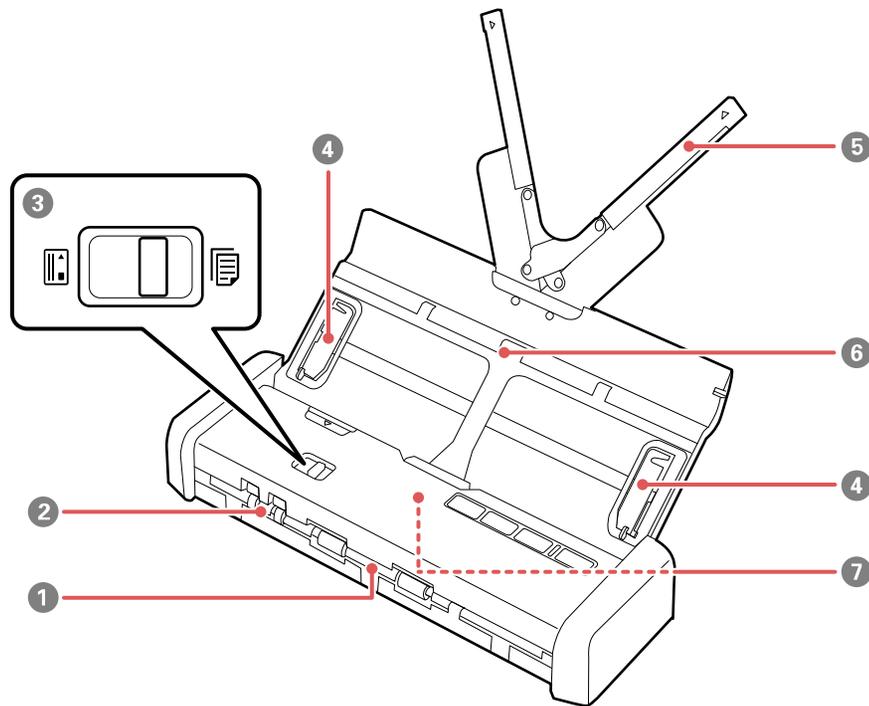
Parent topic: [Scanner Basics](#)

Scanner Parts



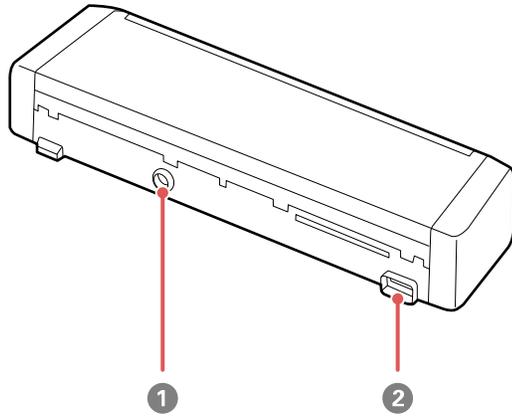
1 Input tray

2 Cover latch

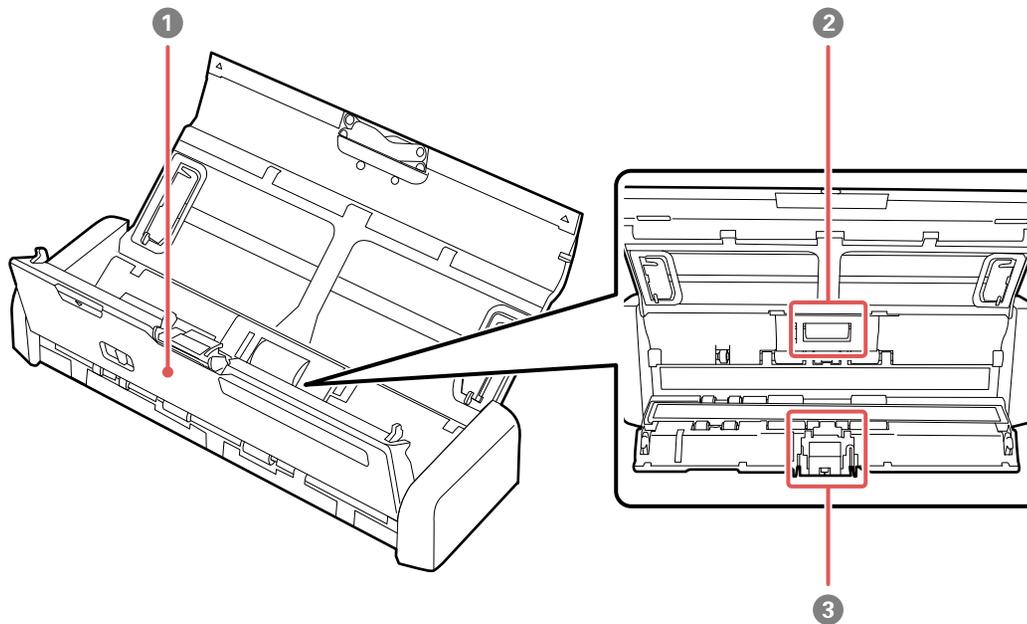


- 1 Output slot
- 2 Card slot
- 3 Mode selector
- 4 Edge guides
- 5 Paper guide
- 6 Input tray

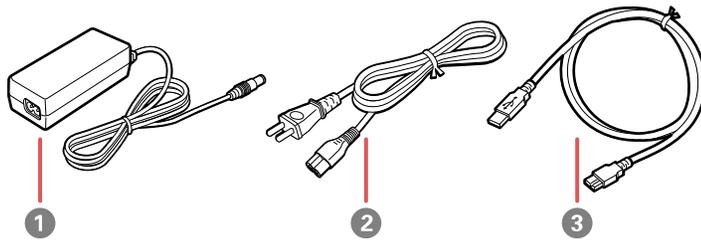
7 ADF (Automatic Document Feeder)



- 1 Power inlet
- 2 USB port



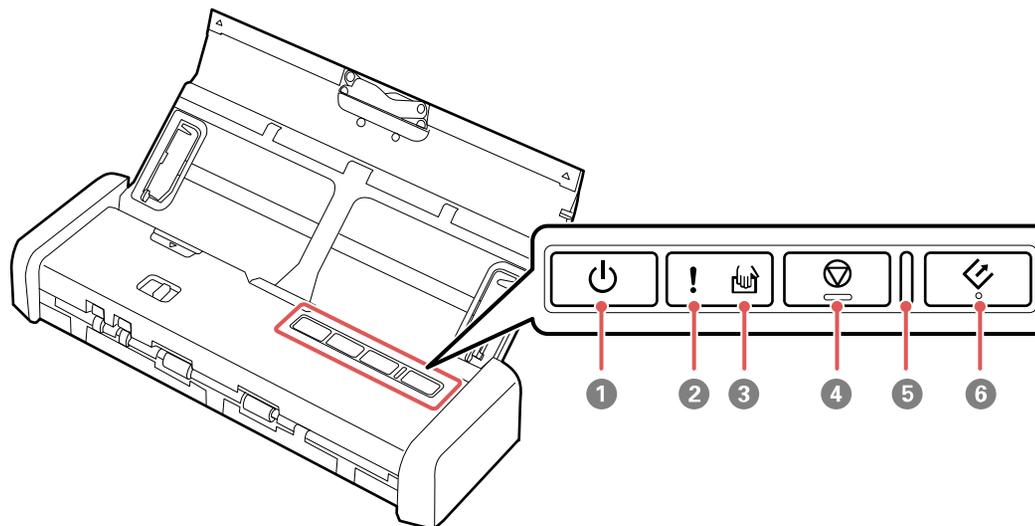
- 1 Scanner cover
- 2 Pickup roller
- 3 Separation pad



- 1 AC adapter
- 2 Power cord
- 3 SuperSpeed USB 3.0 cable

Parent topic: [Scanner Parts Locations](#)

Scanner Buttons and Lights



- 1  power button
- 2  error light
- 3  automatic feeding mode light
- 4  stop button
- 5 Ready light
- 6  start button

Parent topic: [Scanner Parts Locations](#)

User Replaceable Epson Scanner Parts and Accessories

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

Part	Part number
Pickup roller	B12B819251
Separation pad	B12B819271

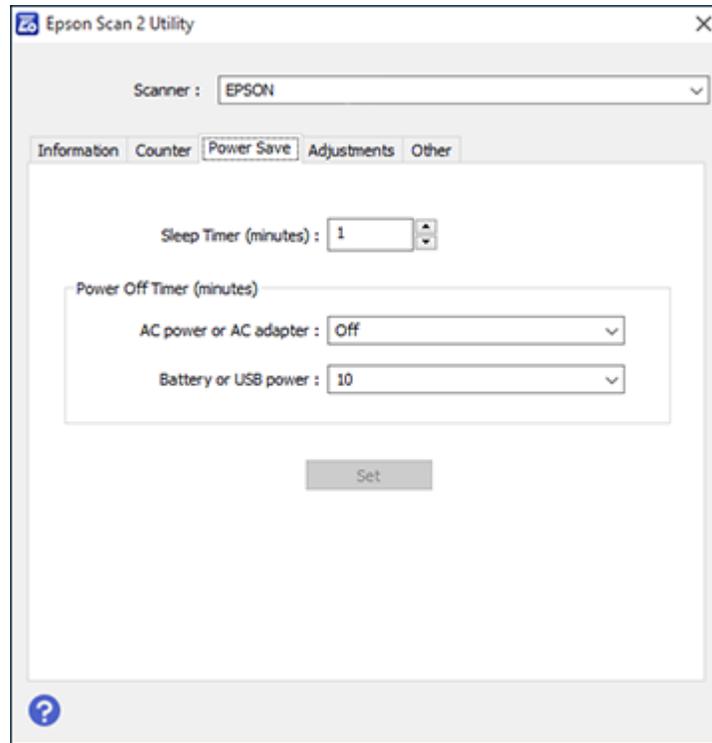
Parent topic: [Scanner Parts Locations](#)

Changing the Power Save Settings

You can use the Epson Scan 2 Utility to change the time period before the scanner enters sleep mode and turns off automatically.

1. Do one of the following to access the Epson Scan 2 Settings utility:
 - **Windows 10:** Click  and select **All Apps > EPSON > Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.

2. Click the **Power Save** tab.



3. Select the length of time after which you want the scanner to go to sleep as the **Sleep Timer** setting.
4. Select a power off timer setting for the **AC power or AC adapter** and **Battery or USB power** settings.
5. Close the Epson Scan 2 Utility.

Parent topic: [Scanner Basics](#)

Loading Originals

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

[Loading Originals in the Input Tray](#)

[Loading Receipts in the Input Tray](#)

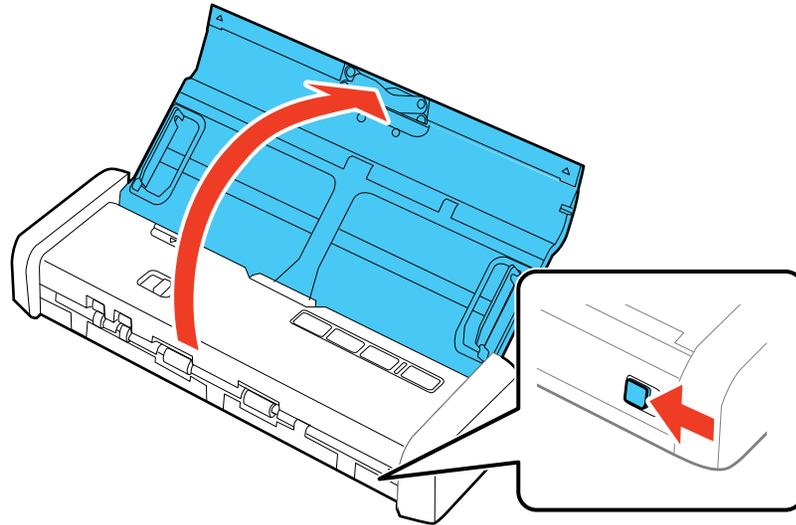
[Loading Special Originals](#)

[Loading Plastic Cards in the Card Slot](#)

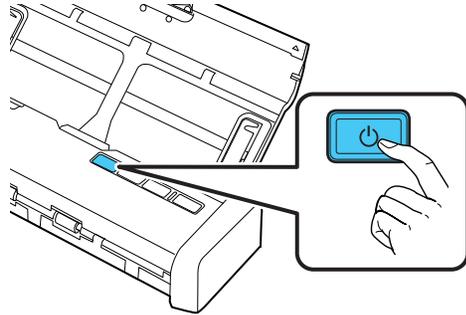
Loading Originals in the Input Tray

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

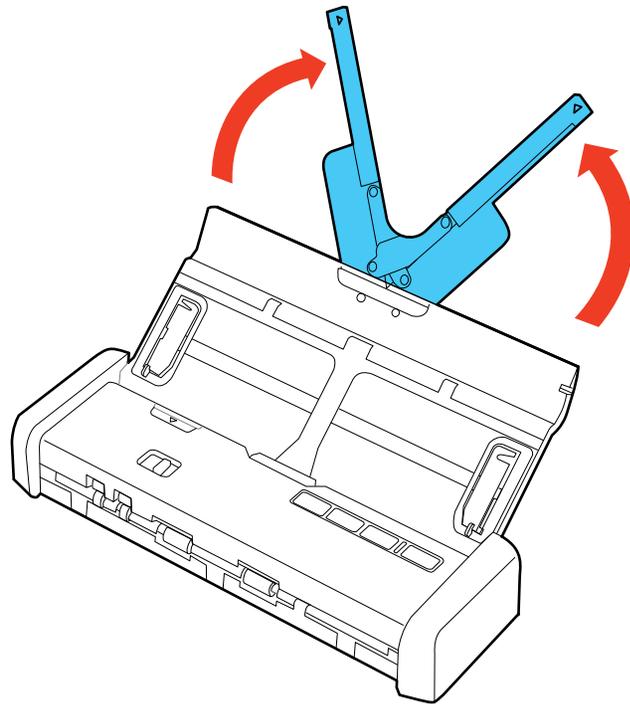
1. Slide the cover latch to open the scanner.



2. Press the  power button to turn on the scanner, if necessary.

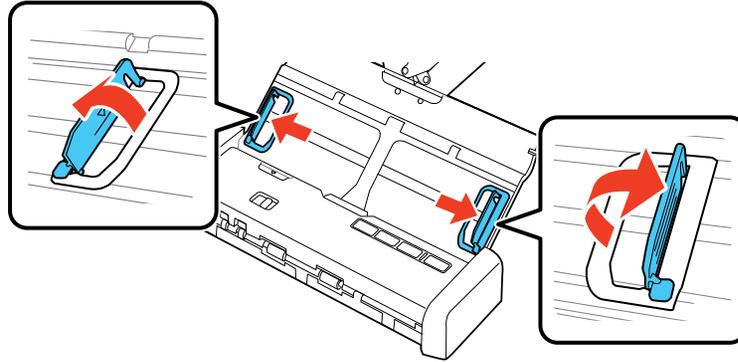


3. Extend the paper guide.



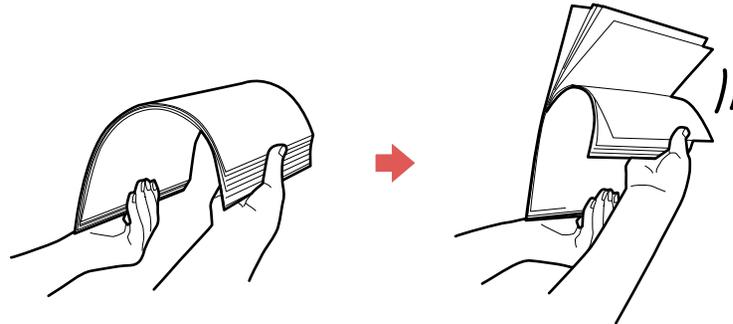
Note: If you are loading an original that is 14.5 inches (368.3 mm) or longer, do not extend the paper guide.

4. Raise the input tray edge guides and slide them all the way out.

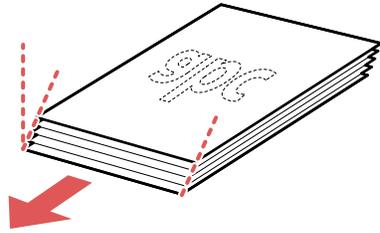


5. If you are loading a multi-page original, fan your stack of originals.

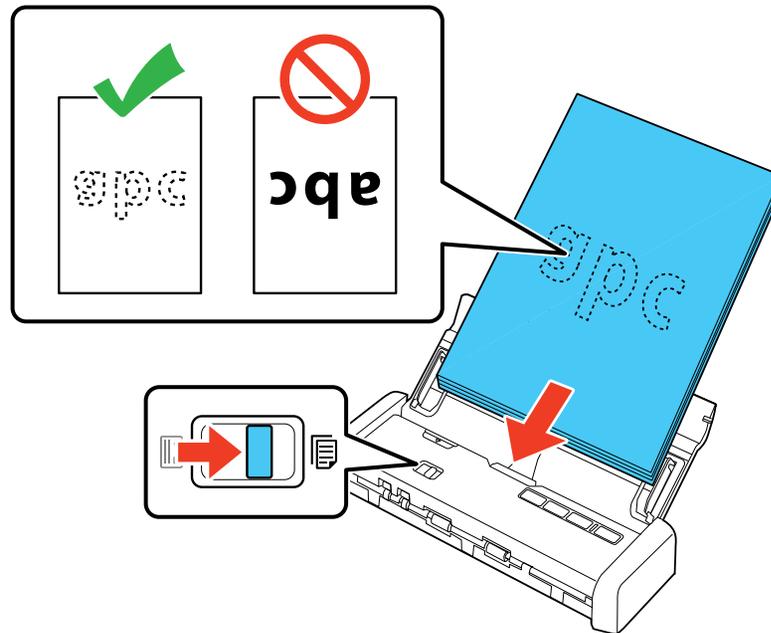
Note: If you are loading an original that is 14.5 inches (368.3 mm) or longer, load only one sheet at a time.



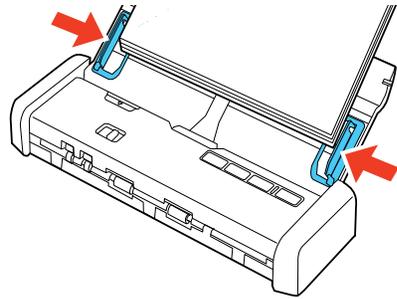
- Stack the originals with the printed side facing down and slide the stack so the leading edge is at an angle as shown.



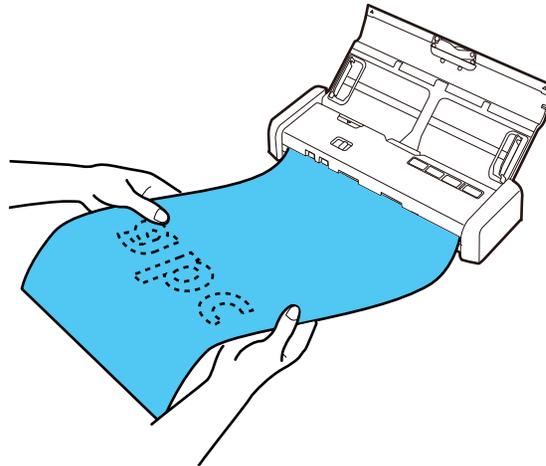
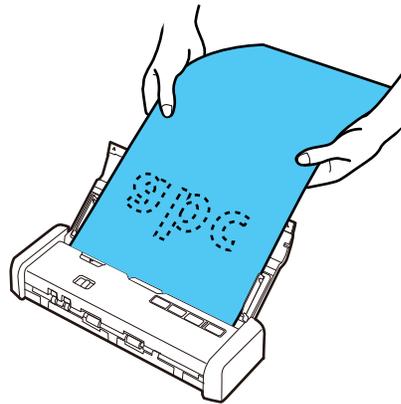
- Slide the mode selector to  ADF and load standard originals into the input tray printed side down and top edge first. Slide in the originals until they meet resistance and the Ready light becomes brighter.



8. Slide the edge guides against the edges of the original.



Note: If you are scanning originals that are 14.5 inches (368.3 mm) or longer, support the original as it enters into and ejects from the scanner as shown.



[Original Document Specifications](#)

Parent topic: [Loading Originals](#)

Related references

[Original Document Specifications](#)

Related tasks

[Loading Originals in the Input Tray](#)

Related topics

[Scanning](#)

Original Document Specifications

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

Paper type	Paper size	Paper weight	Loading capacity
Plain paper	Letter (8.5 × 11 inches [216 × 279 mm])	14 to 34 lb (52 to 128 g/m ²)	17 lb (64 g/m ²): 25 sheets
Fine paper			21 lb (80 g/m ²): 20 sheets
Recycled paper	Legal (8.5 × 14 inches [216 × 356 mm])		34 lb (128 g/m ²): 12 sheets
	A4 (8.3 × 11.7 inches [210 × 297 mm])		Loading capacity may vary depending on the paper type.
	A5 (5.8 × 8.2 inches [148 × 210 mm])		
	A6 (4.1 × 5.8 inches [105 × 148 mm])		
	B5 (7.2 × 10.1 inches [182 × 257 mm])		
	B6 (5 × 7.2 inches [128 × 182 mm])		
	Width: 2.0 to 8.5 inches (50.8 to 215.9 mm) Height: 14.5 to 44 inches (368.3 to 1,117.6 mm)	14 to 34 lb (52 to 128 g/m ²)	1 sheet
Post cards	3.9 × 5.8 inches (100 × 148 mm)	34 to 61 lb (128 to 230 g/m ²)	51 lb (190 g/m ²): 8 cards
Paper business cards	2.1 × 3.4 inches (55 × 89 mm)	34 to 61 lb (128 to 230 g/m ²)	58 lb (220 g/m ²): 6 cards

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

- Photos

- Thermal paper
- Coated paper
- Glossy originals
- Fabric or other non-paper originals
- Originals with uneven surfaces, such as embossed documents
- Originals containing staples or paper clips
- Originals with carbon paper backing
- Originals with wet ink
- Originals that are bound
- Originals with labels, stickers, or sticky notes
- Ripped, curled, or wrinkled originals
- Originals with holes, other than standard hole-punched originals
- Transparencies
- Carbon-less paper
- Perforated originals

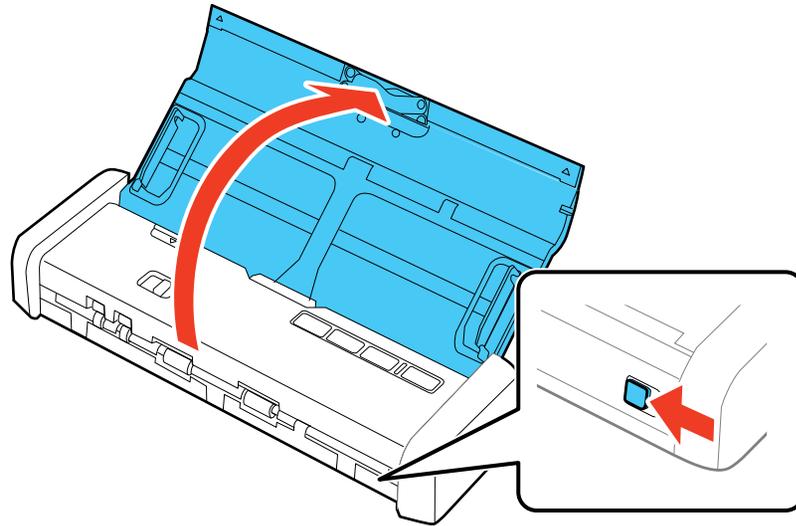
Parent topic: [Loading Originals in the Input Tray](#)

Loading Receipts in the Input Tray

You can load receipts that meet the specifications in the input tray.

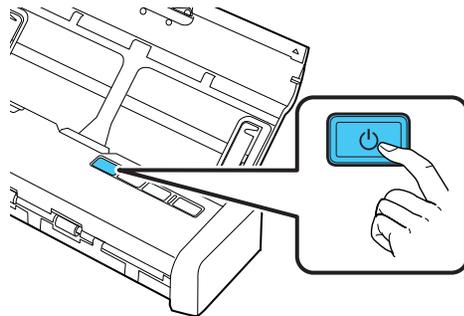
Note: Load only one receipt at a time.

1. Slide the cover latch to open the scanner.



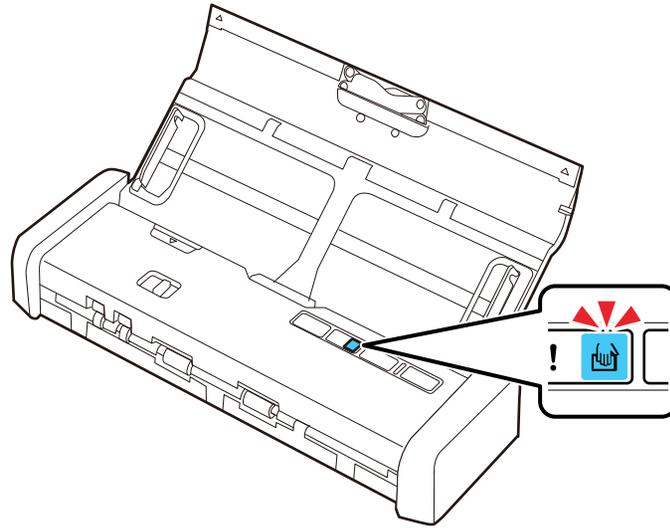
Note: Do not extend the paper guide.

2. Press the  power button to turn on the scanner, if necessary.



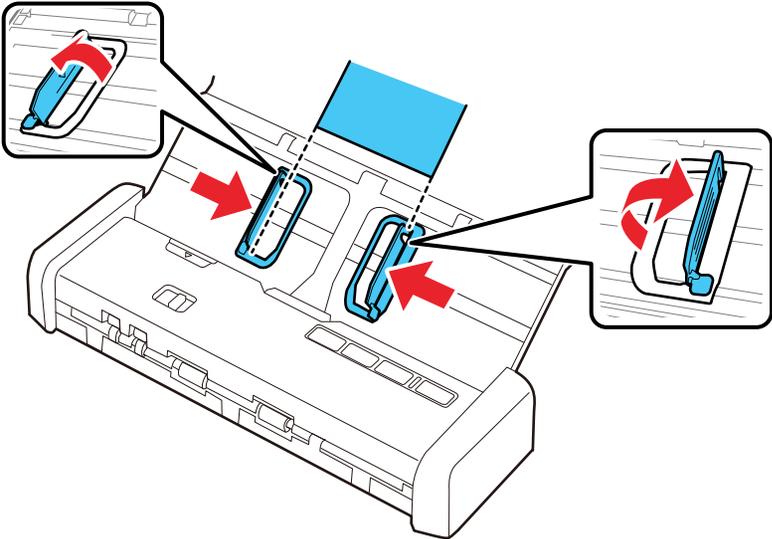
3. Start the Epson Scan 2 program, select the **Automatic Feeding Mode** checkbox on the Main Settings tab, then click **Scan**.

The Automatic Feeding Mode light on the scanner turns on.

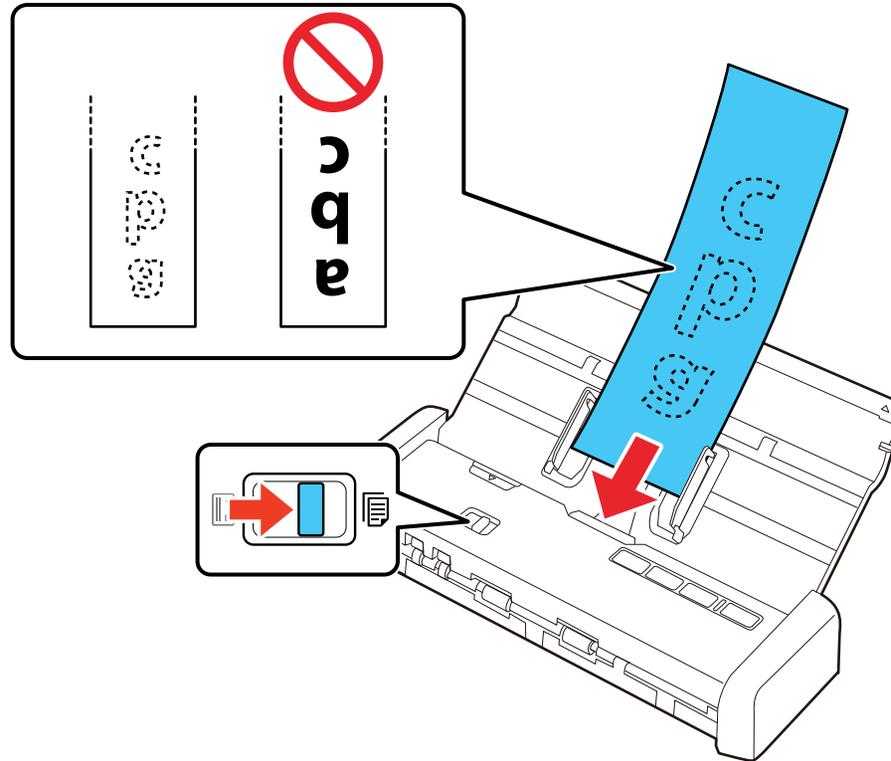


Note: Make sure to specify the correct Document Size in Epson Scan 2. If the receipt length is 34 inches (863.6 mm) or less, select **Auto Detect (Long Paper)** to detect the size automatically. If the receipt length is more than 34 inches (863.6 mm), select **Customize** and enter the paper size.

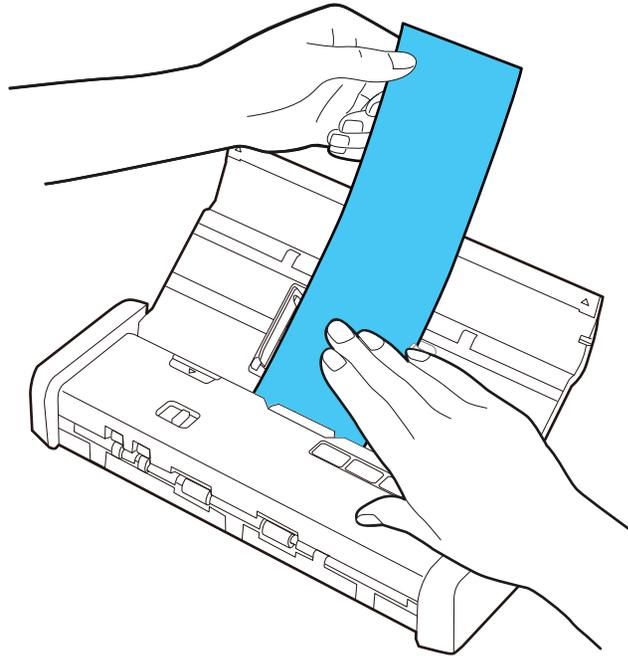
4. Raise the input tray edge guides and adjust them to the width of the receipt.



5. Slide the mode selector to  ADF and load the receipt into the input tray printed side down and top edge first.



6. Guide the receipt into the ADF and support it as it enters automatically into the scanner. (You can continue feeding receipts into the scanner, one after another, while the scanner is in Automatic Feeding Mode.)



7. When you are finished scanning, press the  stop button on the scanner to close Automatic Feeding Mode.

[Receipt Specifications](#)

Parent topic: [Loading Originals](#)

Related references

[Receipt Specifications](#)

Related topics

[Scanning](#)

Receipt Specifications

You can load receipts that meet these specifications in your scanner.

Paper type	Paper size	Paper thickness	Loading capacity
Receipts (plain paper, fine paper, or recycled paper)	3 × 3 inches (76.2 × 76.2 mm) to 3 × 14 inches (76.2 × 355.6 mm)	14 to 20 lb (53 to 77 g/m ²)	1 sheet

Note: Scan receipts one at a time using Automatic Feeding Mode. You can scan receipts up to 44 inches (1,117.6 mm) long at a resolution of 300 dpi or less as long as you support the original as it enters into and exits out of the scanner.

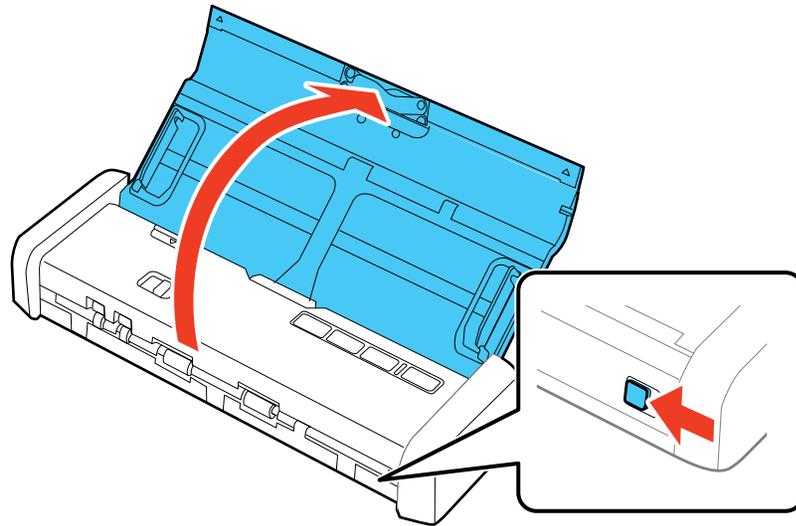
Parent topic: [Loading Receipts in the Input Tray](#)

Loading Special Originals

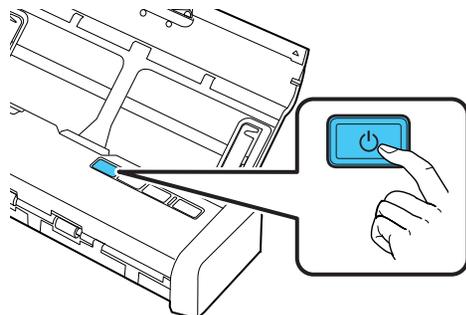
You can load envelopes or thick originals (such as post cards or business cards) in the input tray. Make sure the originals meet the specifications for special originals before loading them.

Note: When scanning special originals, turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2.

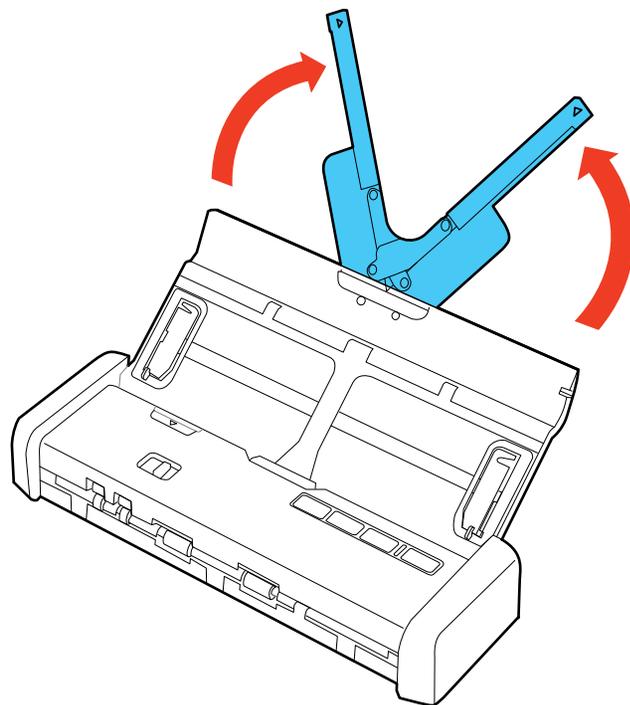
1. Slide the cover latch to open the scanner.



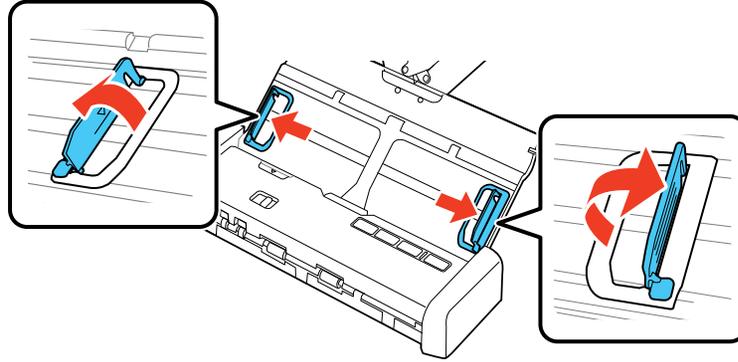
2. Press the  power button to turn on the scanner, if necessary.



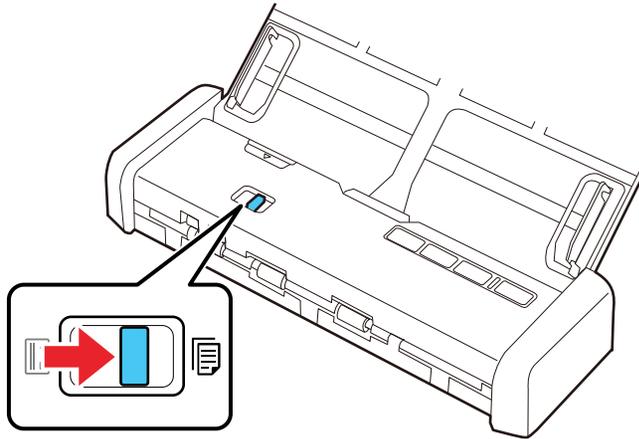
3. Extend the paper guide.



4. Raise the input tray edge guides and slide them all the way out.

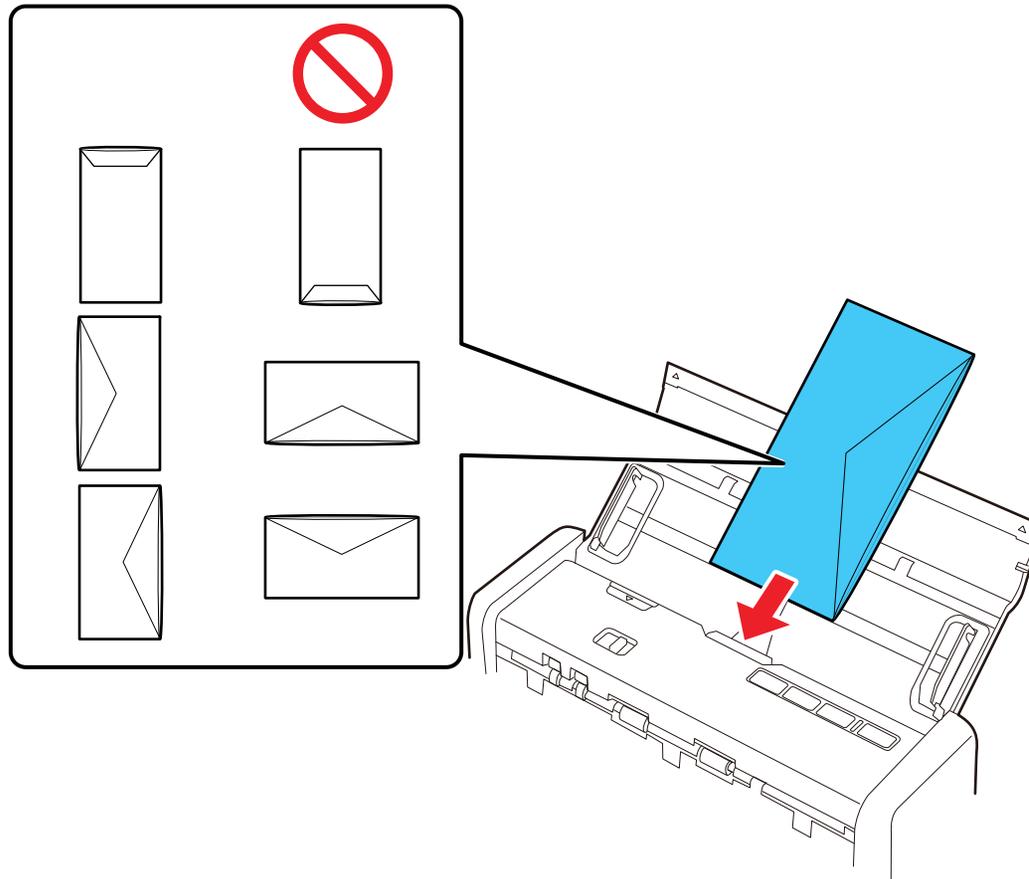


5. Slide the mode selector to  ADF.

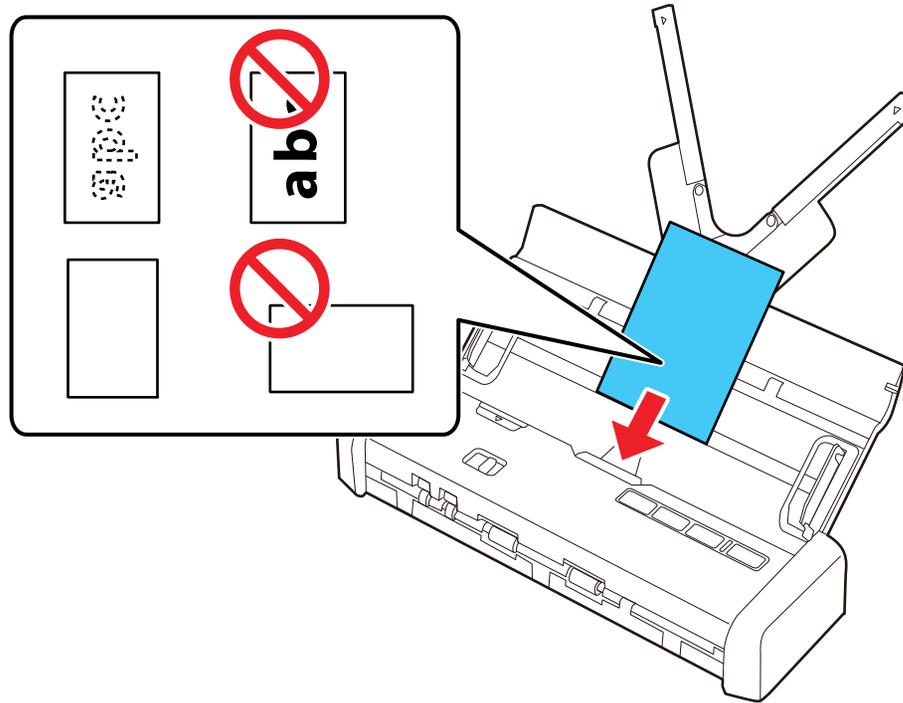


6. Do one of the following:

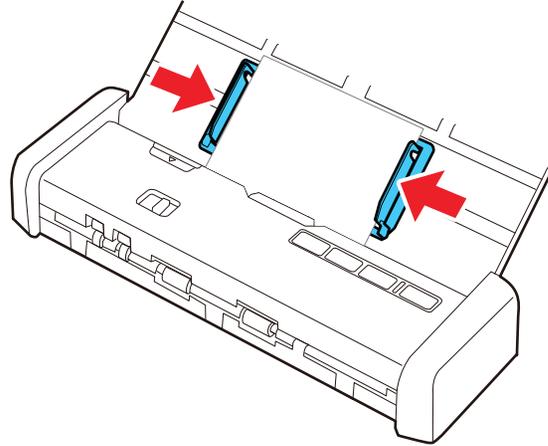
- For an envelope, load it vertically in the input tray with the printable side down and the flap facing as shown. Slide in the envelope until it meets resistance and the Ready light becomes brighter.



- For thick originals, load them vertically in the input tray printable side down and top edge first. Slide in the originals until they meet resistance and the Ready light becomes brighter.



7. Slide the edge guides against the edges of the original.



[Special Original Specifications](#)

Parent topic: [Loading Originals](#)

Related references

[Special Original Specifications](#)

Related topics

[Scanning](#)

Special Original Specifications

You can load envelopes or thick originals (such as post cards or business cards) that meet these specifications in your scanner.

Paper type	Paper size	Paper thickness	Loading capacity
Envelopes	4.72 × 9.25 inches (120 × 235 mm) 3.62 × 6.50 inches (92 × 165 mm)	0.015 inch (0.38 mm) or less	1 envelope

Paper type	Paper size	Paper thickness	Loading capacity
Thick originals	2 × 2.28 inches (50.8 × 70 mm) to 3.9 × 5.8 inches (100 × 148 mm)	34 to 61 lb (128 to 230 g/m ²)	51 lb (190 g/m ²): 8 sheets (vertical) 58 lb (220 g/m ²): 6 sheets (vertical)

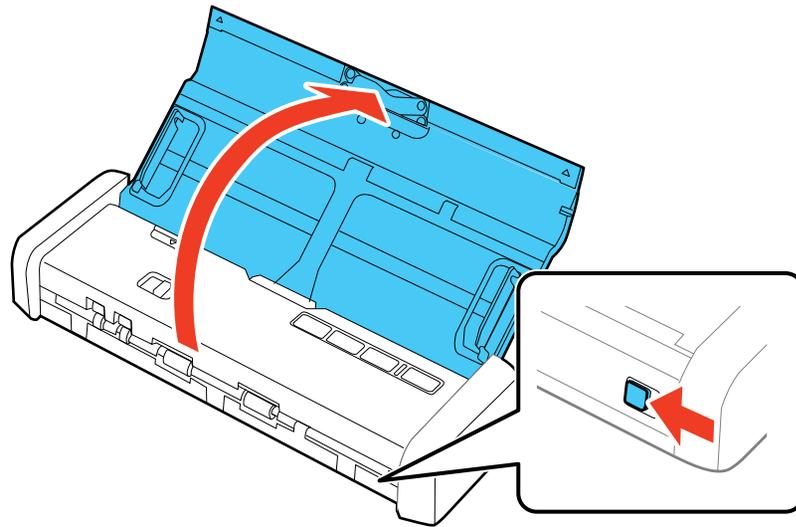
Parent topic: [Loading Special Originals](#)

Loading Plastic Cards in the Card Slot

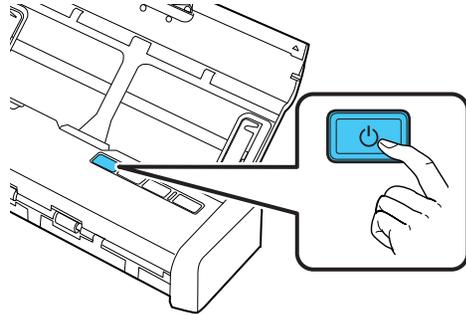
You can load plastic cards that meet the card specifications in the card slot.

Note: Do not load plastic cards into the ADF.

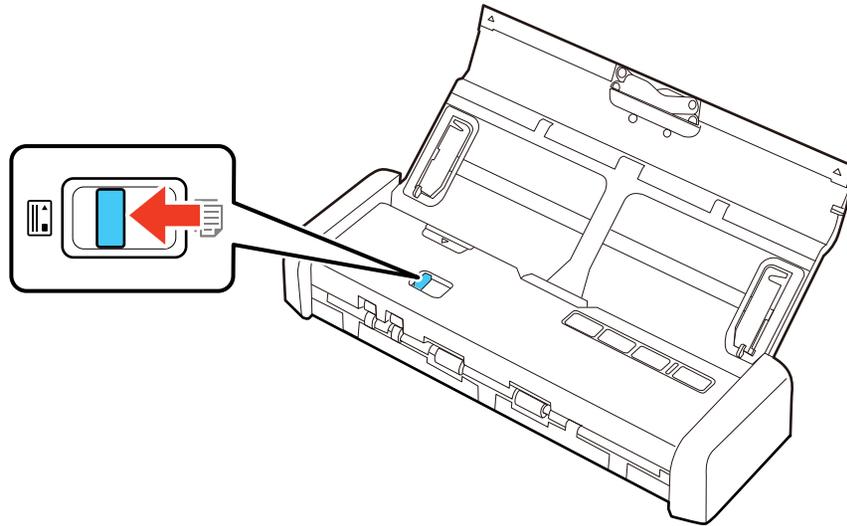
1. Slide the cover latch to open the scanner.



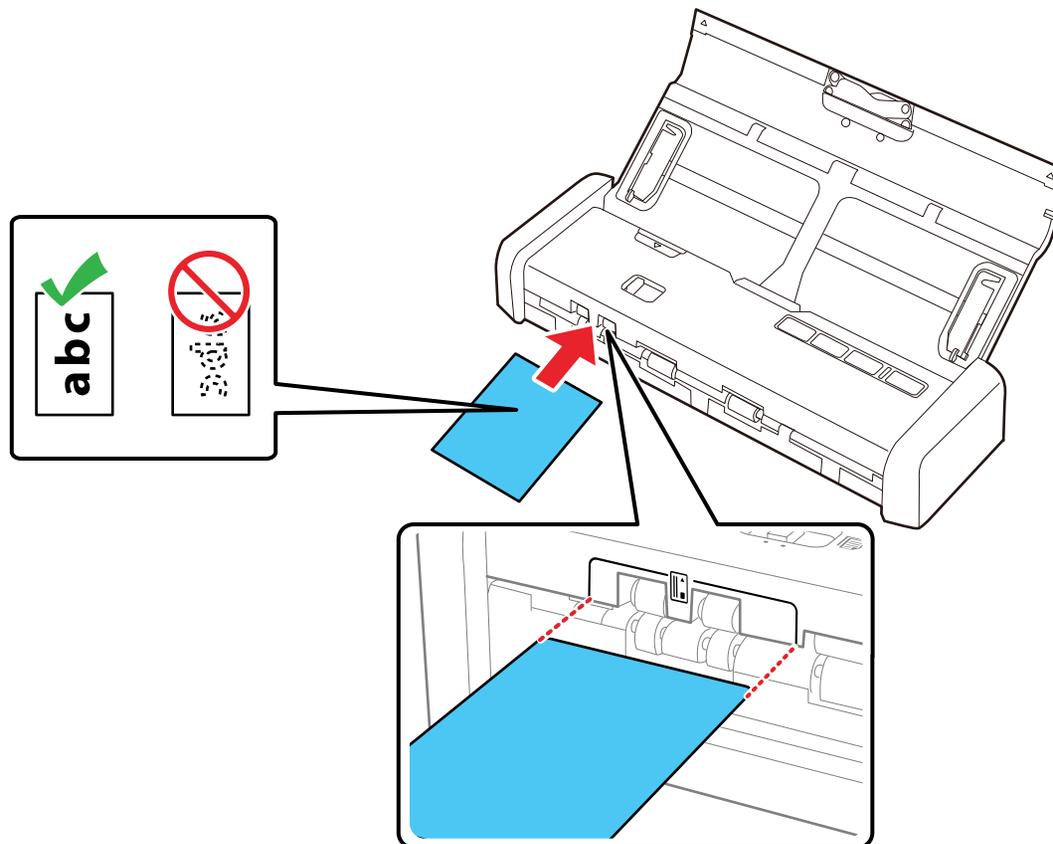
2. Press the  power button to turn on the scanner, if necessary.



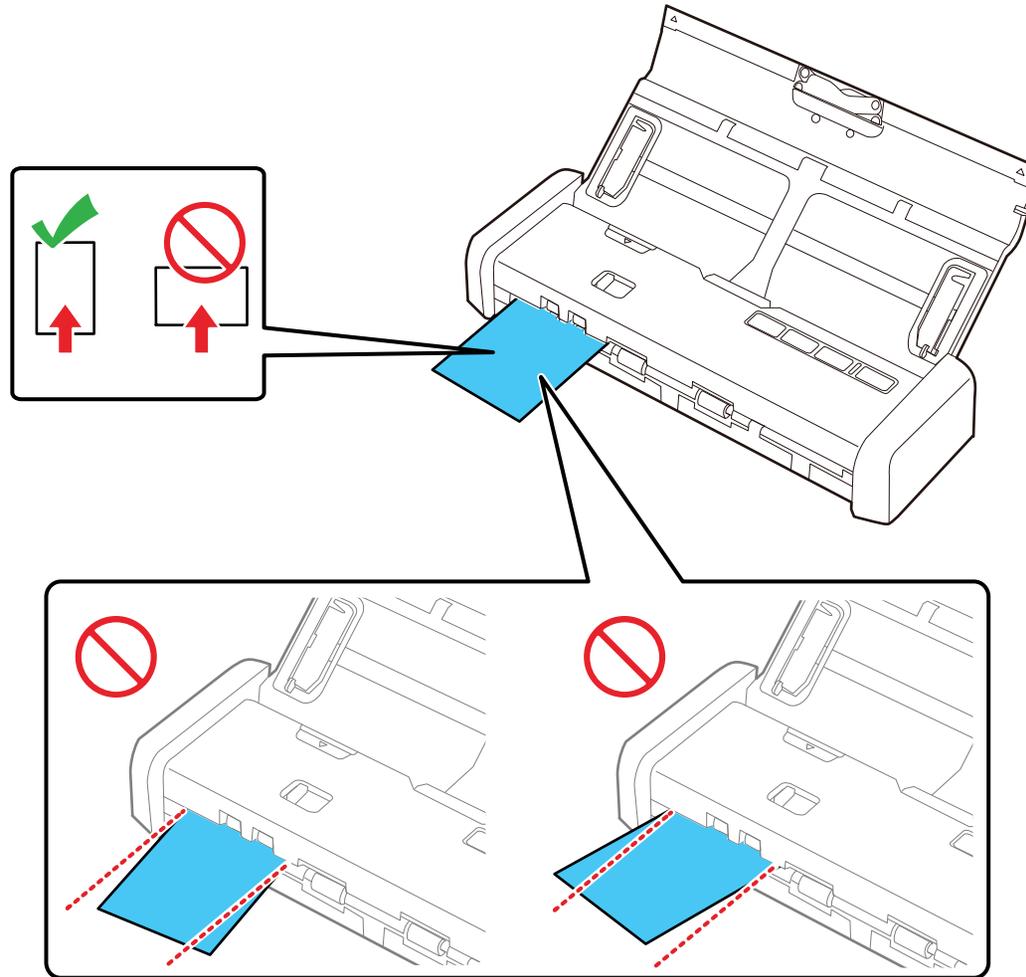
3. Slide the mode selector to  card.



4. Load the card into the card slot face up and top edge first until the leading edge of the card is pulled into the scanner. Make sure to insert the card according to the white guidelines on the card slot.



Note: Do not load plastic cards horizontally or at an angle.



When scanning starts, the card is taken into the scanner, protrudes slightly from the slot at the back, and then returns through the scanner and ejects from the card slot at the front. Do not touch the card until it is fully ejected or a malfunction may occur.

[Plastic Card Specifications](#)

Parent topic: [Loading Originals](#)

Related references[Plastic Card Specifications](#)**Related topics**[Scanning](#)**Plastic Card Specifications**

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

Card type	Card size	Card thickness	Loading capacity
Plastic cards, standard (ISO7810 ID-1 compliant)	2.1 × 3.3 inches (54 × 85.6 mm)	0.04 inch (1.0 mm) or less	1 card (vertical)

Note: Plastic cards with glossy surfaces, laminated cards, and embossed cards may not scan properly.

Parent topic: [Loading Plastic Cards in the Card Slot](#)

Scanning

You can scan original documents or photos and save them as digital files.

[Starting a Scan](#)

[Scanning with Document Capture Pro and Document Capture](#)

[Scanning in Epson Scan 2](#)

[Scan Resolution Guidelines](#)

[Scanning Special Projects](#)

Starting a Scan

After placing your original documents or photos on your product for scanning, start scanning using one of these methods.

[Starting a Scan from a Scanner Button](#)

[Starting a Scan Using the Epson Scan 2 Icon](#)

[Starting a Scan from a Scanning Program](#)

Parent topic: [Scanning](#)

Starting a Scan from a Scanner Button

You can scan using the  start button on your scanner. This automatically starts Document Capture Pro (Windows) and Document Capture (Mac) and the scan job you have assigned to the button.

Note: Make sure Epson Scan 2 and Document Capture Pro (Windows) or Document Capture (Mac) are installed on the computer connected to the scanner.

1. Make sure the scanner is connected to your computer.
2. If you are scanning using the ADF, slide the mode selector to  ADF. If you are scanning a business or plastic card using the card slot, slide the mode selector to  card.
3. Load an original in your scanner.
4. Press the  start button.

The scanner starts the job that was assigned to the  start button in Document Capture Pro (Windows) or Document Capture (Mac).

Note: You can view or change the scan settings using Document Capture Pro (Windows) or Document Capture (Mac).

[Assigning Start Button Settings or Scan Jobs](#)

Parent topic: [Starting a Scan](#)

Assigning Start Button Settings or Scan Jobs

You can view or change the default scan settings when you scan using the  start button on your scanner. You do this by accessing the scan jobs in the Document Capture Pro (Windows) or Document Capture (Mac) program.

1. Start Document Capture Pro or Document Capture on a computer connected to the product.
2. Select **Switch to Standard View**, if necessary.

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

You see a window showing the current scan job list.

4. If you want to add a scan job, click **Add** or the **+** icon, enter a name for the new job, select settings as necessary, and click **OK**.

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

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

5. If you want to assign a scan job to the  start button, do one of the following:
 - **Windows:** Click **Event Settings**.
 - **Mac:** Click the  icon at the bottom of the window, then click **Event Settings**.
6. Do one of the following:
 - **Windows:** Select the job that you want to assign to the  start button from the **1** drop-down list.
 - **Mac:** Select the job that you want to assign to the  start button.
7. Click **OK**.

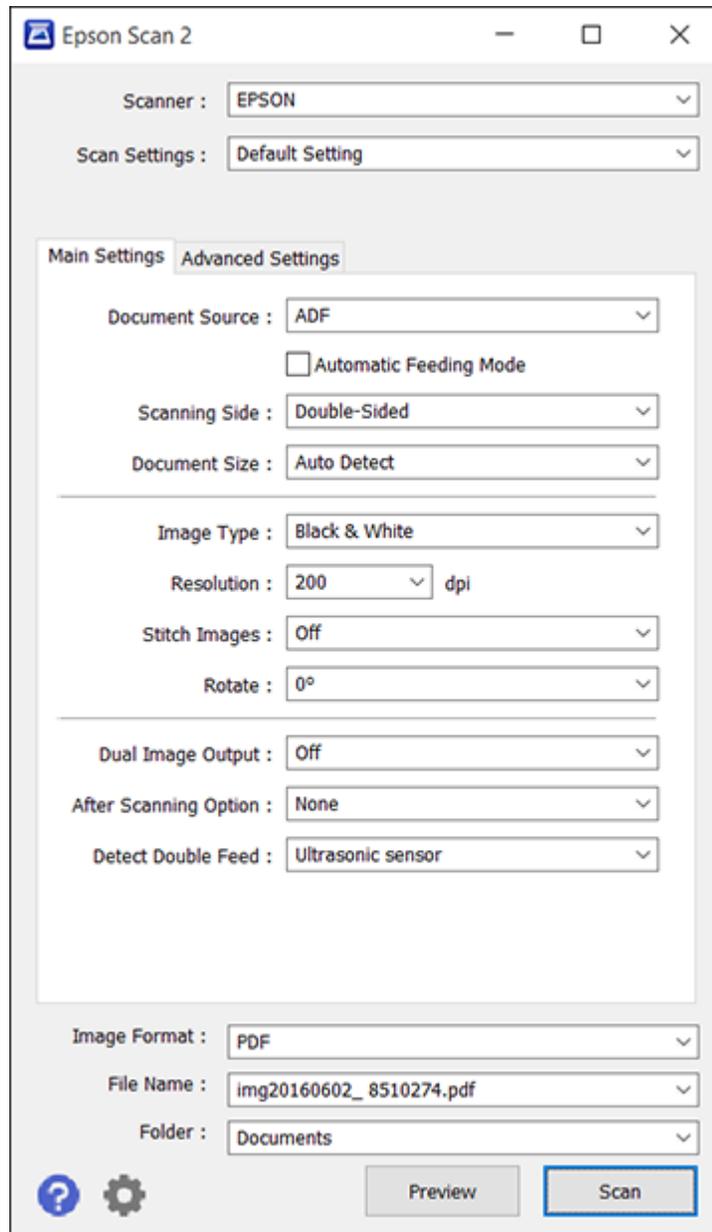
Parent topic: [Starting a Scan from a Scanner Button](#)

Starting a Scan Using the Epson Scan 2 Icon

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

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

You see an Epson Scan 2 window like this:



Parent topic: [Starting a Scan](#)

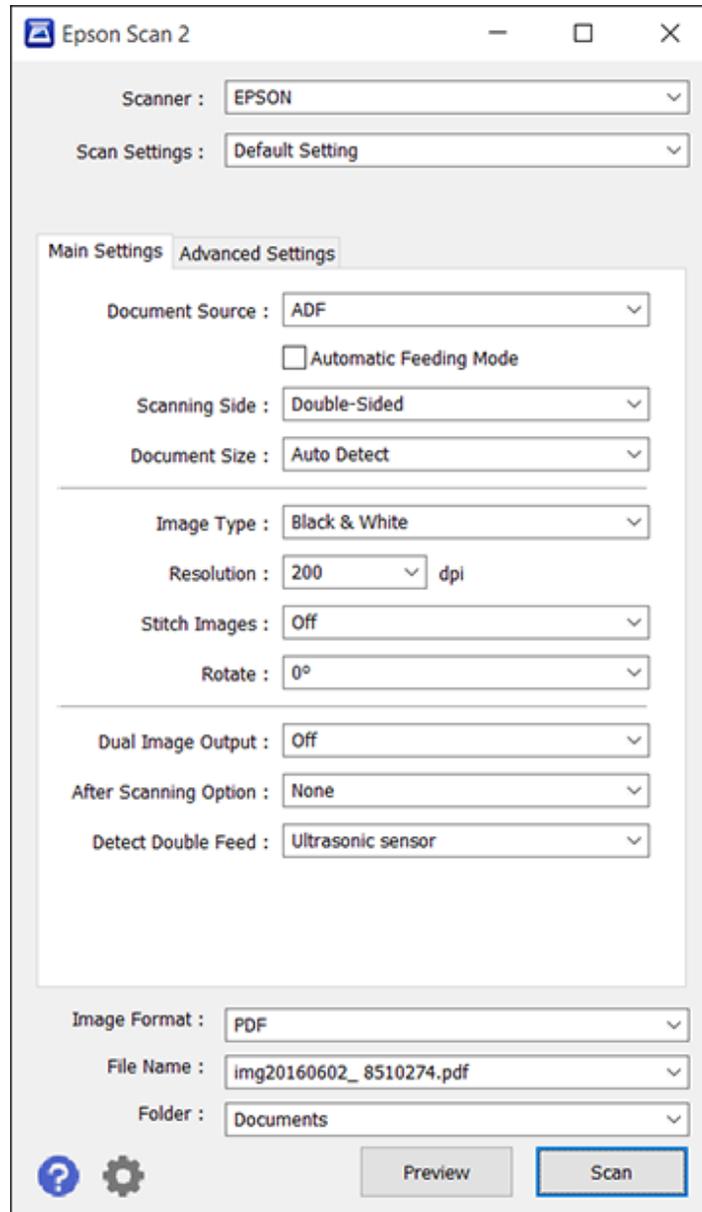
Starting a Scan from a Scanning Program

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

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

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

You see an Epson Scan 2 window like this:



Parent topic: [Starting a Scan](#)

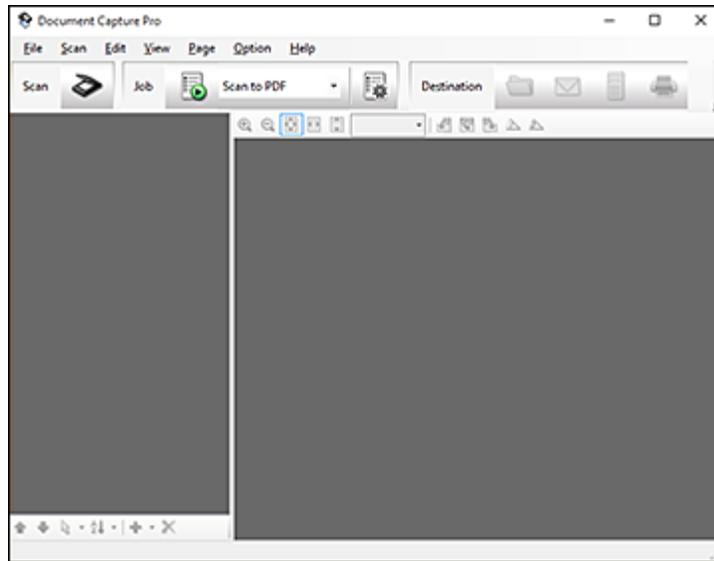
Scanning with Document Capture Pro and Document Capture

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

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

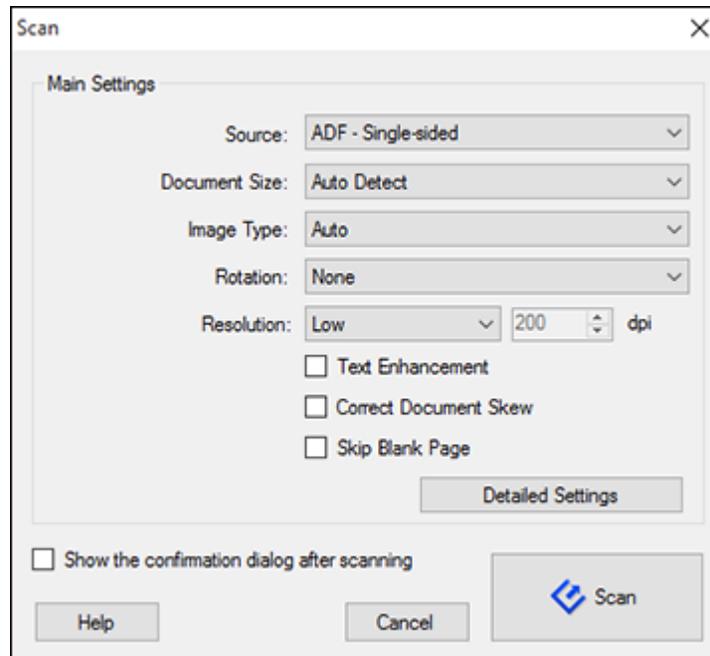
1. Do one of the following to start Document Capture Pro (Windows) or Document Capture (Mac):
 - **Windows 10:** Click  and select **All Apps > Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.
2. Select **Switch to Standard View**, if necessary.

You see a window like this:



3. Click the  **Scan** icon.

You see a window like this:



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

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

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

5. If you want to select detailed scan settings, do one of the following:
 - **Windows:** Click **Detailed Settings**. Select any displayed scan settings you want to use and click .
 - **Mac:** Close the Scan window. Open the **Scan** menu at the top of the screen and select **Displays the EPSON Scan Setup Screen**. Click the  Scan icon and select any displayed scan settings you want to use.

6. If you are scanning using the ADF, slide the mode selector to  ADF. If you are scanning a business or plastic card using the card slot, slide the mode selector to  card.
7. Click **Scan**.
You see a preview of your scan in the Document Capture Pro (Windows) or Document Capture (OS X) window.
8. If you would like to scan additional originals and add them to the current captured images, click the  Add Page button, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Click one of the Destination icons to choose where to send your scanned files. (If you cannot see all of the icons below, click the arrow next to the icons.)



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

Parent topic: [Scanning](#)

Related tasks

[Loading Originals in the Input Tray](#)

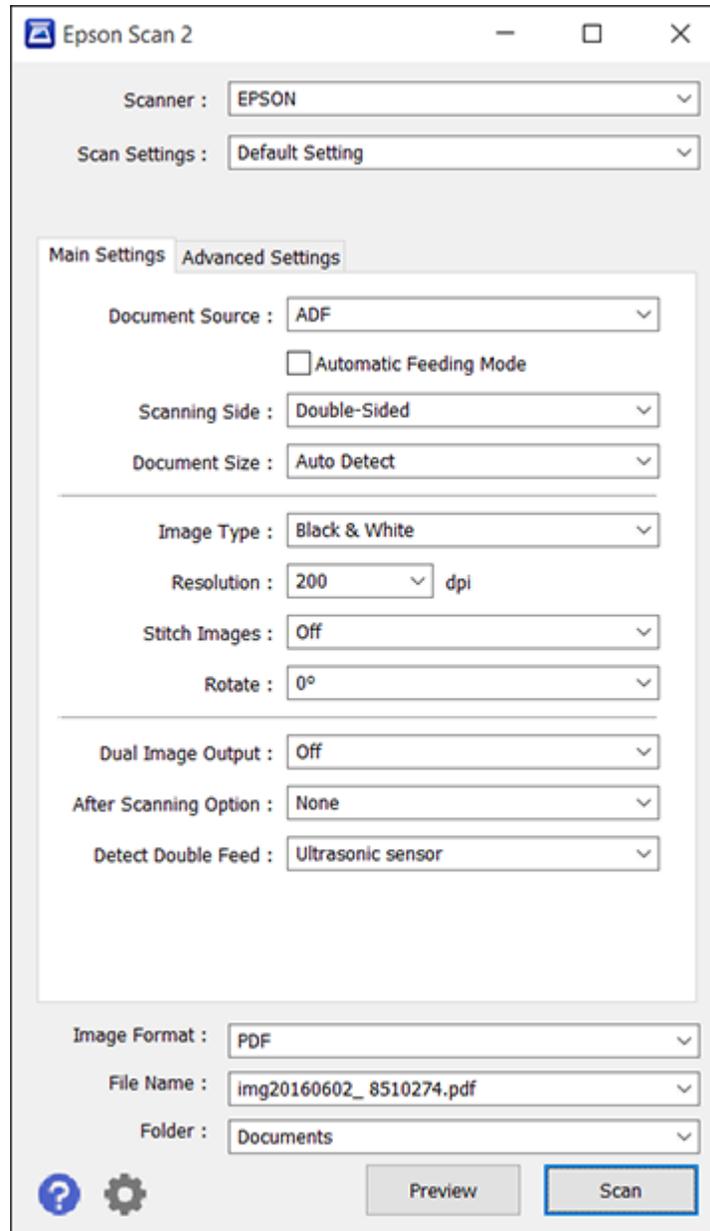
[Scanning in Epson Scan 2](#)

Scanning in Epson Scan 2

Epson Scan 2 automatically scans your document and saves the scanned file in PDF format in your operating system's Documents or My Documents folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Start Epson Scan 2.

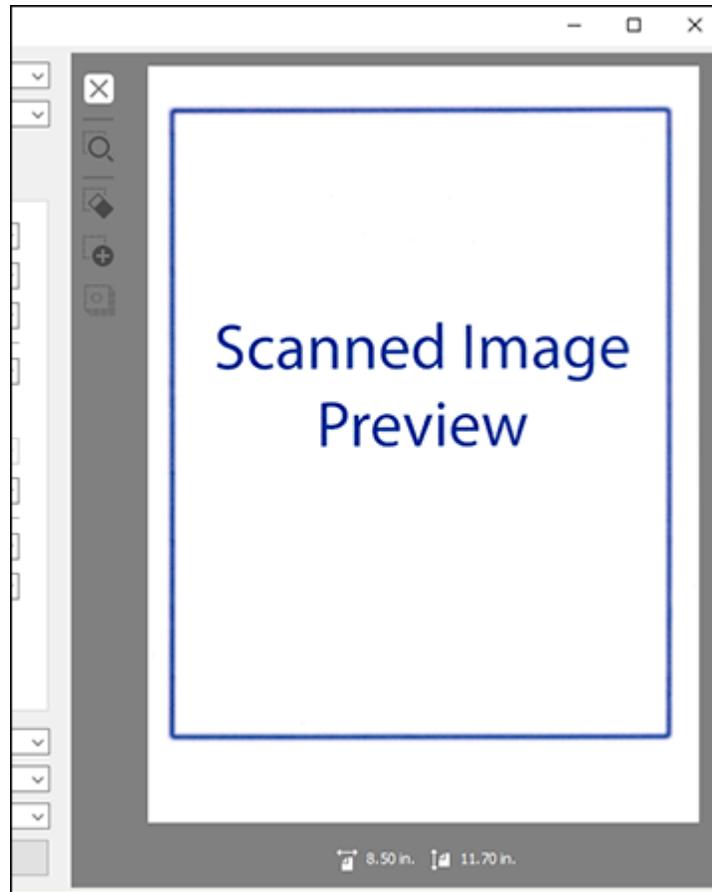
You see this window:



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

2. If you want to scan different size originals by loading them into the ADF one by one, check the **Automatic Feeding Mode** checkbox and click **Scan**. Scanning begins as soon as you load each original.
3. Select the **Scanning Side** setting that matches the sides of the original that you want to scan.
4. Select the **Document Size** setting that matches the size of your original, or select **Auto Detect** to have Epson Scan 2 automatically detect the size. You can select **Customize** to enter a custom size, if necessary.
5. Select your original image type and how you want it scanned as the **Image Type** setting.
6. Select the **Resolution** setting you want to use for your scan.
7. Select any of the additional settings that you want to use on the Main Settings tab.
8. Click the **Advanced Settings** tab and select any settings that you want to use.
9. If you are scanning using the ADF, slide the mode selector to  ADF. If you are scanning using the card slot, slide the mode selector to  card.
10. To see a preview of your scan with the settings you selected, click the **Preview** button.

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



11. Reinsert your original into the ADF or card slot.
12. Select any additional settings that you want to use on the Main Settings tab.
13. Click the **Advanced Settings** tab and select any settings that you want to use.
14. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.
15. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.

16. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.
17. Click **Scan**.
The product scans your original and saves the scanned file in the location you specified.
18. If you selected the **Automatic Feeding Mode** setting, place your next original in the ADF for scanning. When you finish scanning originals, click **Finish**.

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

[Scanning Settings for Special Documents](#)

[Image Format Options](#)

Parent topic: [Scanning](#)

Related tasks

[Loading Originals in the Input Tray](#)

Additional Scanning Settings - Main Settings Tab

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

Stitch Images

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

Rotate

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

Dual Image Output

Scans the original image twice using different output settings (Windows only).

After Scanning Option

When scanning multi-page originals, lets you add additional pages or add and edit the pages in a job and save all of the scanned pages as one file.

Note: You must select a file format that supports multi-page such as **PDF** or **Multi-TIFF**.

Detect Double Feed

If you are scanning an original envelope or plastic card, select **Off**.

Parent topic: [Scanning in Epson Scan 2](#)

Additional Scanning Settings - Advanced Settings Tab

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

Unsharp Mask

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

Descreening

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

Text Enhancement

Sharpens the appearance of letters in text documents.

Auto Area Segmentation

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

Dropout

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

Color Enhance

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

Brightness

Adjusts the overall lightness and darkness of the scanned image.

Contrast

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

Gamma

Adjusts the midtone density of the scanned image.

Threshold

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

Skip Blank Pages

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

Edge Fill

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

Correct Document Skew

Corrects skewed originals, image contents, or both.

Remove Punch Holes

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

Parent topic: [Scanning in Epson Scan 2](#)

Scanning Settings for Special Documents

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

Type of original	Required settings
Envelope	Select Off as the Detect Double Feed setting and Auto as the Rotate setting.
Plastic cards	Select Plastic Card as the Document Size setting and Off as the Detect Double Feed setting.
Large originals	If the Document Size list does not contain the document size you want to scan, select Customize to create a custom size.
Long paper	If the Document Size list does not contain the document size you want to scan, select Auto Detect (Long Paper) or select Customize to create a custom document size up to 44 inches (1,117.6 mm).
Receipts	If the receipt length is 34 inches (863.6 mm) or less, select Auto Detect (Long Paper) to detect the size automatically. If the receipt length is more than 34 inches (863.6 mm), select Customize to create a custom document size up to 44 inches (1,117.6 mm).

Parent topic: [Scanning in Epson Scan 2](#)

Image Format Options

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

Bitmap (*.bmp)

A standard image file format for most Windows programs.

JPEG (*.jpg)

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

PNG (*.png)

An image format that does not lose quality during editing.

TIFF (*.tif)

A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)

A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)

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

Searchable PDF (*.pdf)

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

Parent topic: [Scanning in Epson Scan 2](#)

Scan Resolution Guidelines

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

- Larger file sizes
- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans
- The image may become too large to fit on your display or print on paper

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by Epson Scan 2. Follow these guidelines to determine the resolution setting you need:

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

Increase the Epson Scan 2 Resolution setting in your scan. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is

300 dpi (dots per inch) and you will double the image size later, change the Resolution setting to 600 dpi.

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

Select the Epson Scan 2 Resolution setting based on how you will use the scanned image:

- Email/view on a computer screen/post on the web: 96 to 200 dpi
- Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi
- You will scan the image on long paper.

Scan paper up to 44 inches (1,117.6 mm) in length with a maximum resolution of 300 dpi or less.

Parent topic: [Scanning](#)

Scanning Special Projects

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

[Scanning Two Originals onto One Sheet \(Stitching Images\) - Windows](#)

[Scanning Multi-Page Originals as Separate Files - Windows](#)

[Convert Scanned Documents to Editable Text \(OCR\)](#)

[Scanning to a SharePoint Server or Cloud Service](#)

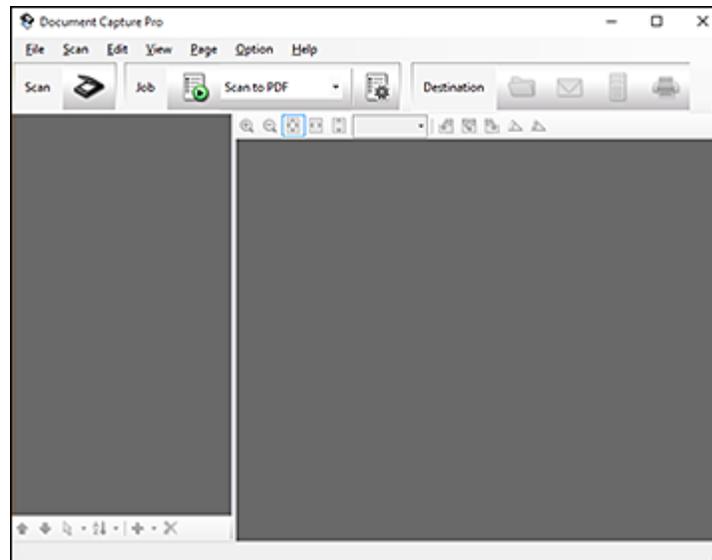
Parent topic: [Scanning](#)

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

You can scan both sides of a double-sided or folded original and combine them into a single image with the Epson Scan 2 Stitch Images settings.

1. If you are scanning using the ADF, slide the mode selector to  ADF. If you are scanning a business or plastic card using the card slot, slide the mode selector to  card.
2. Load your original in the scanner.
3. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **All Apps**. Select **Epson Software**, then select **Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software**, then select **Document Capture Pro**.

You see this window:



4. Click the  **Scan** icon, then click **Detailed Settings**.
You see an Epson Scan 2 window like this:
5. Select **Double-Sided** as the Scanning Side setting.
6. Select the original document size as the Document Size setting.
7. Select one of the following as the Stitch Images setting:
 - **Top&Bottom**: Places the scanned images one above the other.
 - **Left&Right**: Places the scanned images side by side.
8. Click **Save**.
9. Click **Scan**.

The scanned image is displayed.

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

Parent topic: [Scanning Special Projects](#)

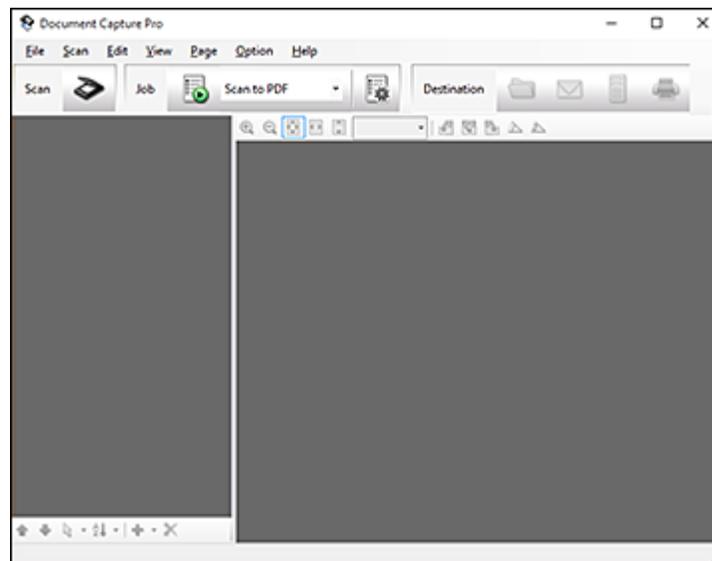
Scanning Multi-Page Originals as Separate Files - Windows

You can use Document Capture Pro (Windows) to scan multi-page originals as separate scanned files. You indicate where you want the new scanned files to start by inserting a blank page or barcode between the pages of your original.

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

1. Load a multi-page original with blank pages or barcodes inserted where you want to start a new scanned file.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **All Apps > Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see this window:



3. Click the  **Scan** icon.
4. Select any displayed scan settings you want to use.

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

5. Click **Scan**.
You see a preview of your scan in the Document Capture Pro window.
6. Click one of the Destination icons to choose where to send your scanned files. (If you cannot see all of the icons below, click the arrow next to the icons.)



7. Click **File Name & Separation Settings**.
8. Select **Apply job separation** and click **Separation Settings**.
9. Select the method you used to separate the originals, select a folder name specification and click **OK**.
10. Select any additional settings from the File Name Settings dialog and click **OK**.
11. Confirm your settings and click **OK** or **Send**.

Your originals are saved into separate files and folders as specified by your settings.

Parent topic: [Scanning Special Projects](#)

Convert Scanned Documents to Editable Text (OCR)

You can scan a document and convert the text into data that you can edit with a word processing, spreadsheet, or HTML-editing program. This process is called OCR (Optical Character Recognition).

To scan and use OCR, you need to install an OCR program, such as ABBYY FineReader.

[Scanning Using OCR - Windows](#)

[Scanning Using OCR - Mac](#)

[Saving Scanned Documents as a Searchable PDF](#)

[Saving a Scan as an Office Format File - Windows](#)

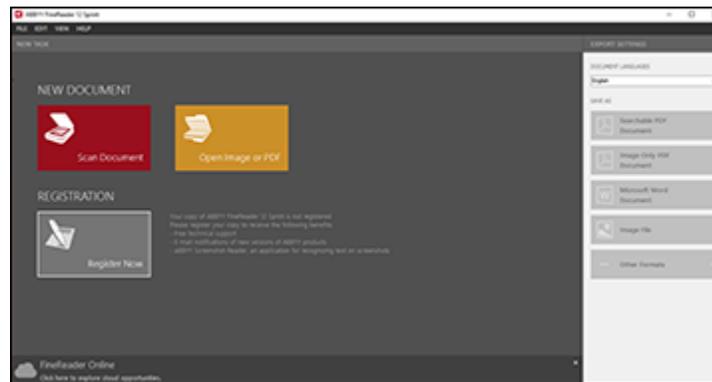
Parent topic: [Scanning Special Projects](#)

Scanning Using OCR - Windows

You can use the ABBYY FineReader OCR program to convert scanned documents to editable text.

1. If you are scanning using the ADF, slide the mode selector to  ADF. If you are scanning using the card slot, slide the mode selector to  card.
2. Load your original in the scanner.
3. Do one of the following to open ABBYY FineReader:
 - **Windows 10:** Click  and select **All Apps > ABBYY FineReader 12 Sprint > ABBYY FineReader 12 Sprint**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **ABBYY FineReader 12 Sprint**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **ABBYY FineReader 12 Sprint > ABBYY FineReader 12 Sprint**.

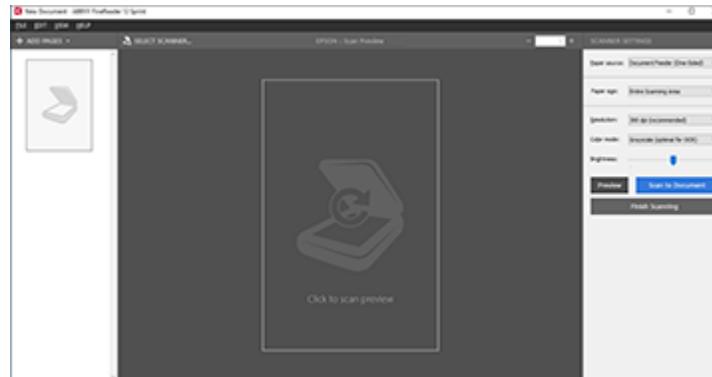
You see a window like this:



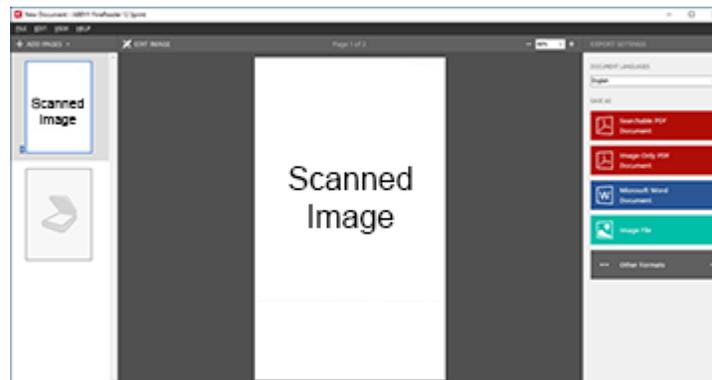
4. Select the language used in the document you are going to scan as the **Document Languages** setting.
5. Click **Scan Document**.
6. If you see the Select Scanner window, select your product and click **OK**.

Note: Do not select a **WIA** option for your product; it will not work correctly.

You see a window like this:



7. Select your scanner settings.
8. Click **Preview** and adjust the area you want to scan, if necessary.
9. Reload the ejected original in the scanner.
10. Click **Scan to Document**.
11. Select the program or format you want to scan to.



You see the Save As window.

12. Select a name and a file format for your document and click **Save**.

Your document is scanned and processed into editable text. The file is then saved and opened in an application associated with the file type you selected, if available on your system.

13. When you are finished scanning, close the ABBYY FineReader window.

Parent topic: [Convert Scanned Documents to Editable Text \(OCR\)](#)

Related tasks

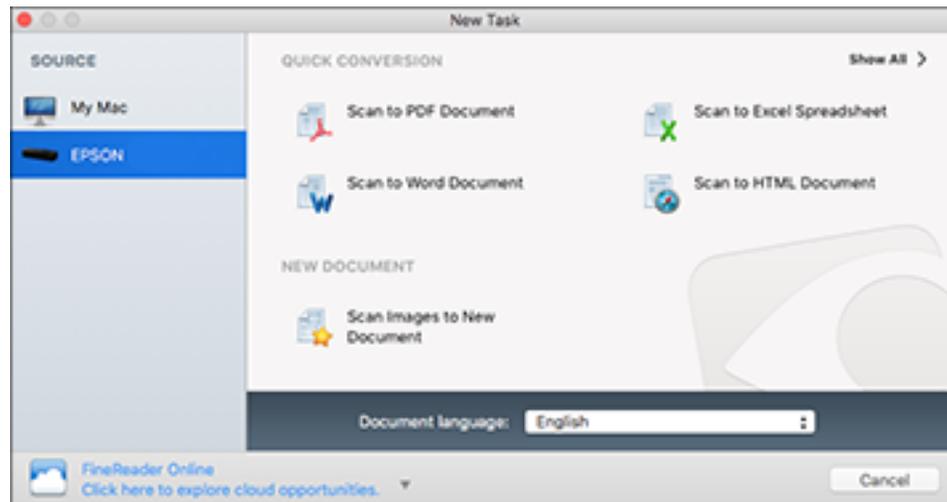
[Loading Originals in the Input Tray](#)

Scanning Using OCR - Mac

You can use the ABBYY FineReader OCR program to convert scanned documents to editable text.

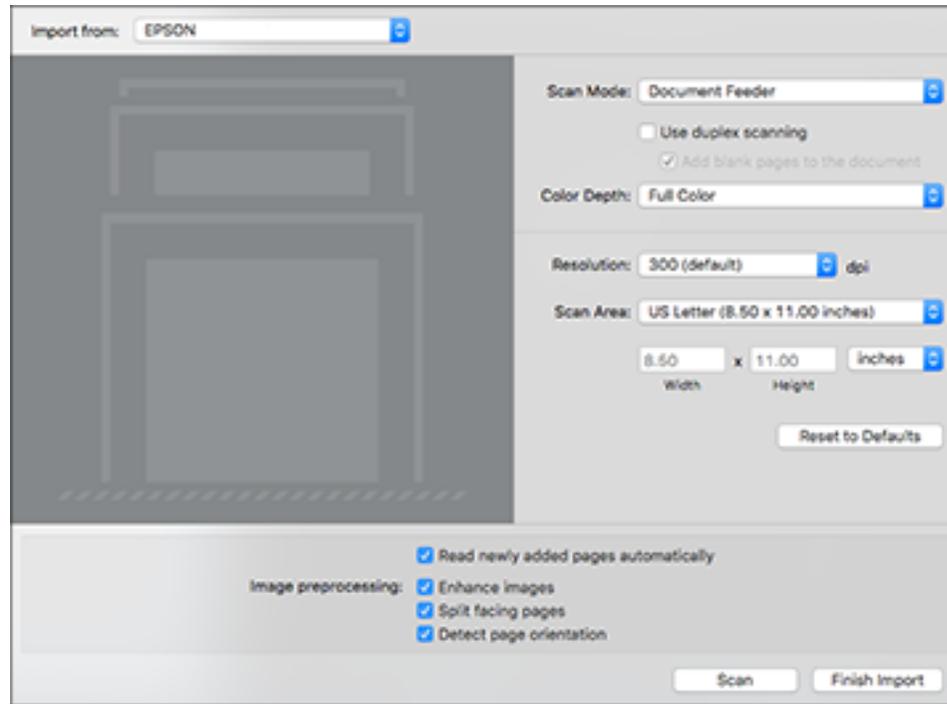
1. If you are scanning using the ADF, slide the mode selector to  ADF. If you are scanning using the card slot, slide the mode selector to  card.
2. Load your original in the scanner.
3. Open the **Applications** folder and double-click the **ABBYY FineReader Sprint** icon.

You see a window like this:



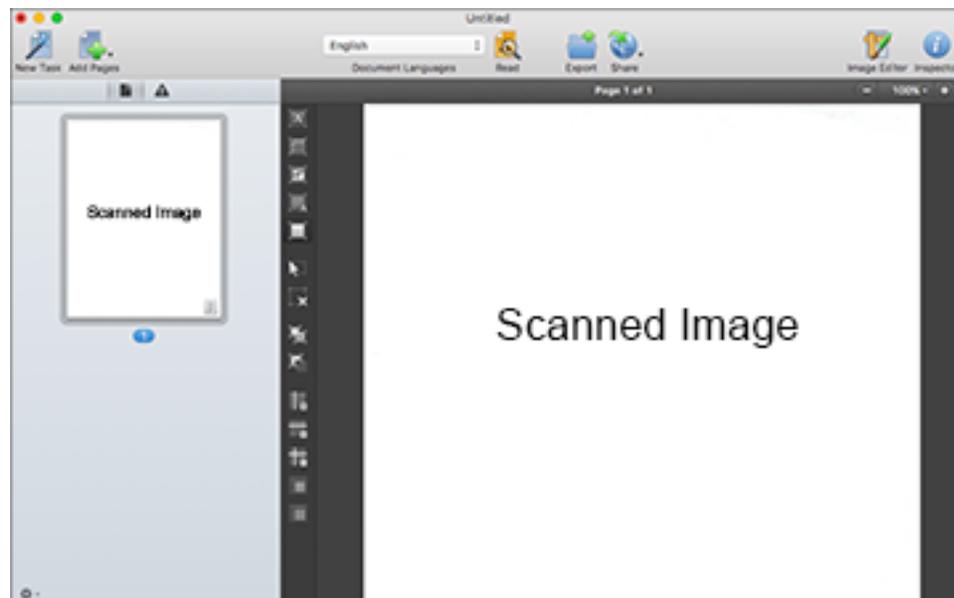
4. Select your product from the **Source** list.
5. Select the language used in the document you are going to scan as the **Document language** setting.
6. Click on **Scan Images to New Document**.

You see a window like this:



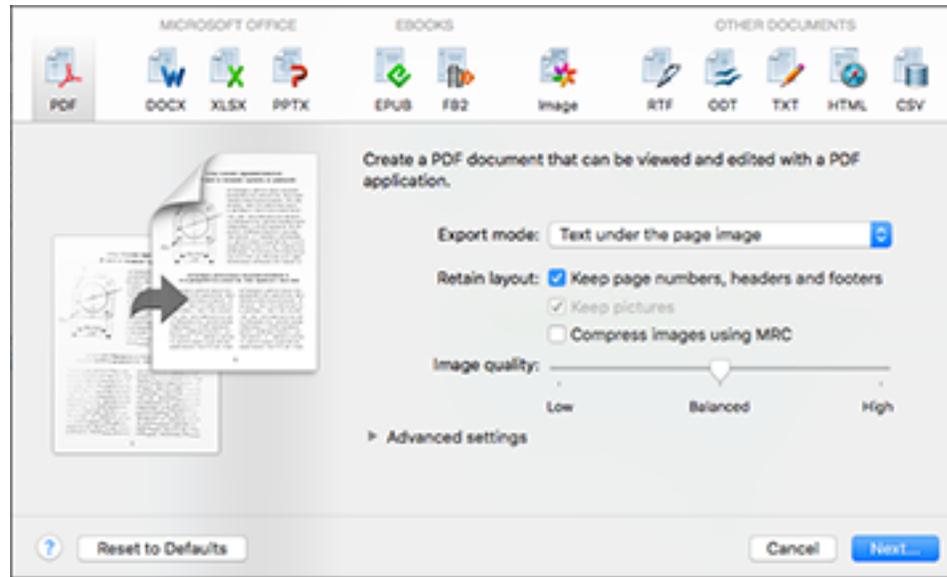
7. Select your scan settings and click **Scan**. Then click **Finish Import**.

You see your scanned image.

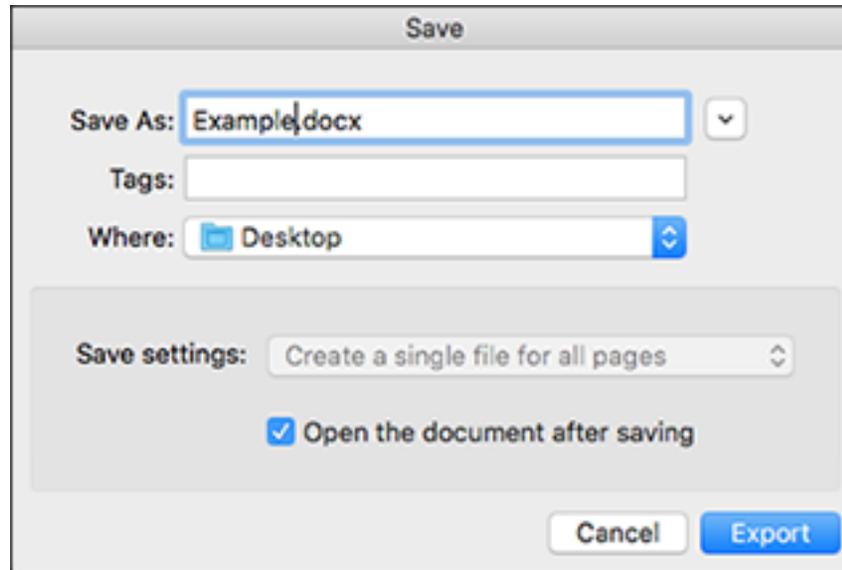


8. Click on the **Export** icon

9. Select the program or format you want to scan to and click **Next**.



You see the Save Converted File As window:



10. Click the **Export** button.

The file is saved and then opened in an application associated with the file type you selected, if available on your system.

Parent topic: [Convert Scanned Documents to Editable Text \(OCR\)](#)

Related tasks

[Loading Originals in the Input Tray](#)

Saving Scanned Documents as a Searchable PDF

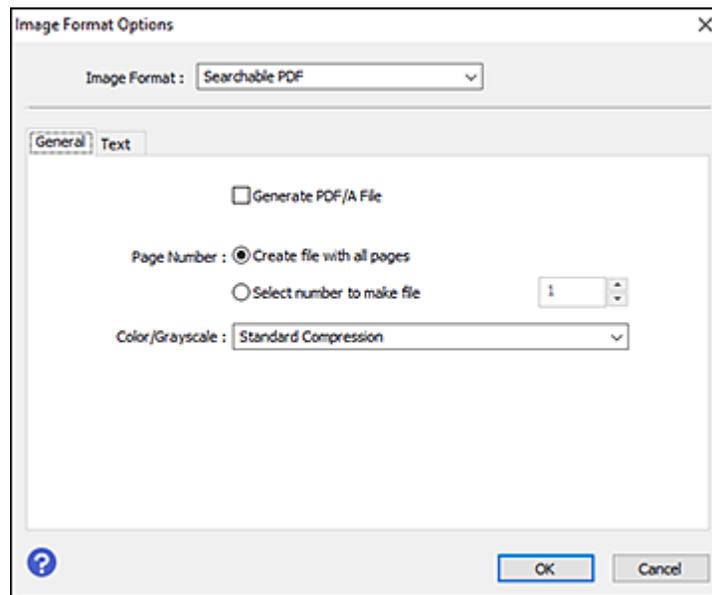
You can scan a document and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The required Epson Scan 2 OCR Component is installed automatically when you install your scanner software as instructed on the *Start Here* sheet. If you install your scanner software programs individually, be sure to also install the components if you want to perform OCR.

1. If you are scanning using the ADF, slide the mode selector to  ADF. If you are scanning using the card slot, slide the mode selector to  card.

2. Load your original in the scanner.
3. Start Epson Scan 2.
4. Select your scan settings.
5. Click **Preview** and adjust the area you want to scan, if necessary.
6. Reload the ejected original in the scanner.
7. Select **Searchable PDF** as the Image Format setting.
8. Select **Options** from the Image Format list.

You see the Image Format Options window.



9. Select the **Text** tab.
10. Make sure the language used in the document text is selected as the **Text Language** setting.
11. Click **OK**.
12. Confirm the File Name setting and select a **Folder** setting for your document.
13. Click **Scan**.

The scanned image is saved as a searchable PDF.

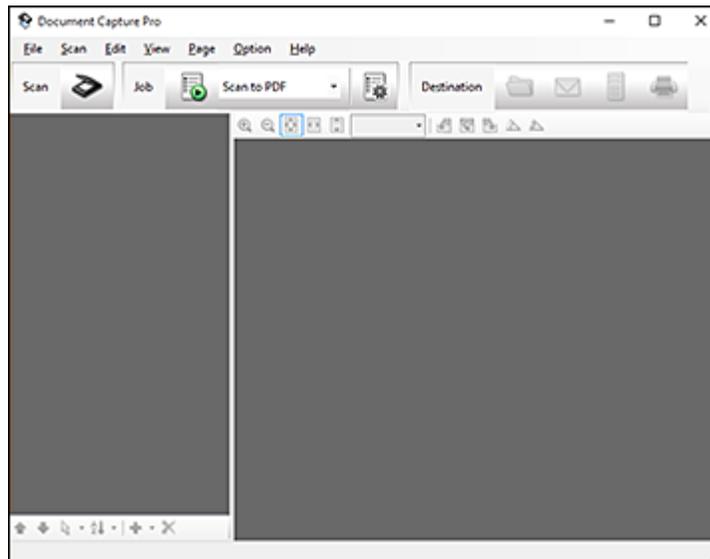
Parent topic: [Convert Scanned Documents to Editable Text \(OCR\)](#)

Saving a Scan as an Office Format File - Windows

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

1. Load your original in the scanner.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **All Apps > Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see this window:



3. Click the  **Scan** icon.

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

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

5. Click **Scan**.

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

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



You see the Batch Save or Transfer Settings window.

7. Select the Office format file you want to save your scan as from the **File Type** drop-down list.
8. Click **Options** to display a new window with additional settings.
9. Select any additional settings as necessary, and click **OK**.
10. Confirm your settings and click **OK** or **Send**.

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

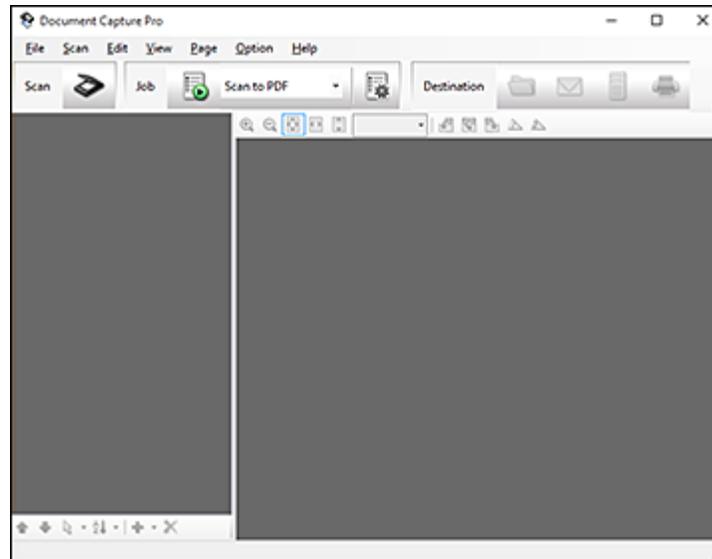
Parent topic: [Convert Scanned Documents to Editable Text \(OCR\)](#)

Scanning to a SharePoint Server or Cloud Service

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

1. Do one of the following to start Document Capture Pro (Windows) or Document Capture (Mac):
 - **Windows 10:** Click  and select **All Apps > Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

You see a window like this:



2. Click the  **Scan** icon.
3. Select any displayed scan settings you want to use.

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

4. Click **Scan**.
You see a preview of your scan in the Document Capture Pro or Document Capture window.
5. Click one of the cloud service Destination icons to choose where to save your scanned file. (If you cannot see all of the icons below, the service software may not be installed, the service may not be available on your platform, or you need to click the arrow next to the icons.)

-  Web Folder (WebDAV)
-  Microsoft SharePoint server (Windows only)
-  Evernote (Windows only)

-  Google Drive

-  SugarSync

You see the Transfer Settings window.

6. Enter any required information to set up the destination. If you have previously created a saved setting for the destination, select it from the drop-down list.
7. Adjust any save settings, then click **OK** or **Send**, depending on the destination.

Your originals are scanned and uploaded to the indicated server.

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

Cleaning and Transporting Your Scanner

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

[Cleaning Your Scanner](#)

[Cleaning Inside Your Scanner](#)

[Checking the Scanner Roller Counter](#)

[Replacing the Scanner Rollers](#)

[Transporting Your Scanner](#)

Cleaning Your Scanner

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

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

1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.
3. Clean the outer case with a soft, dry cloth. Do not use liquid or chemical cleansers.

Note: If the outer case still requires additional cleaning, use a slightly damp cloth to wipe the outer case. Then wipe the case with a soft, dry cloth.

Parent topic: [Cleaning and Transporting Your Scanner](#)

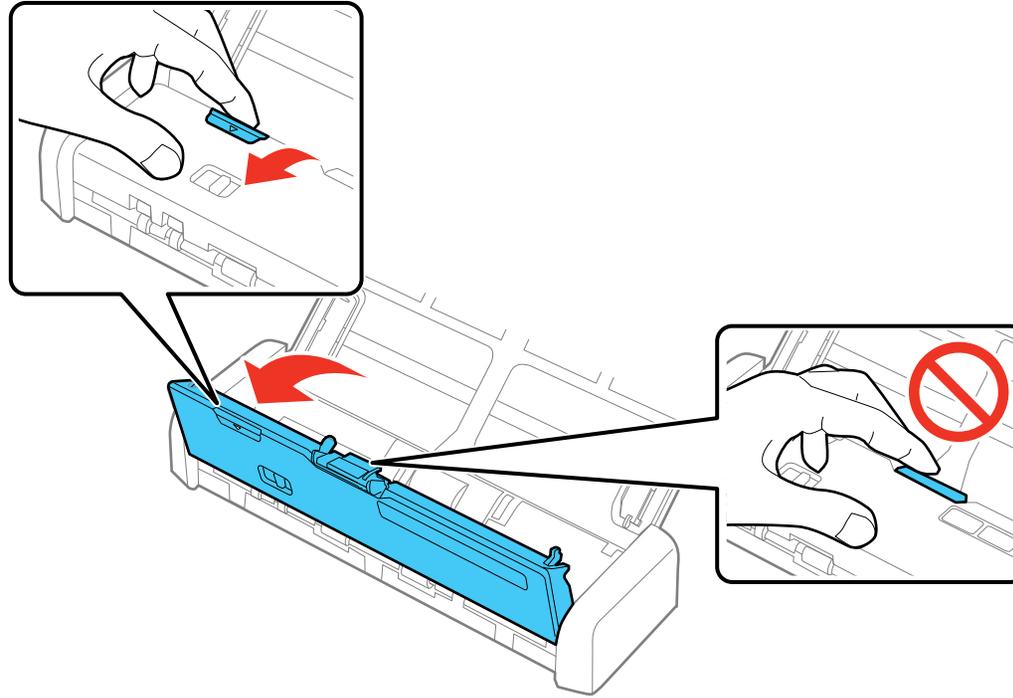
Cleaning Inside Your Scanner

Clean your scanner regularly to make sure that no dust builds up on the glass scanning surfaces. Dust can cause spots or lines in your scanned images.

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

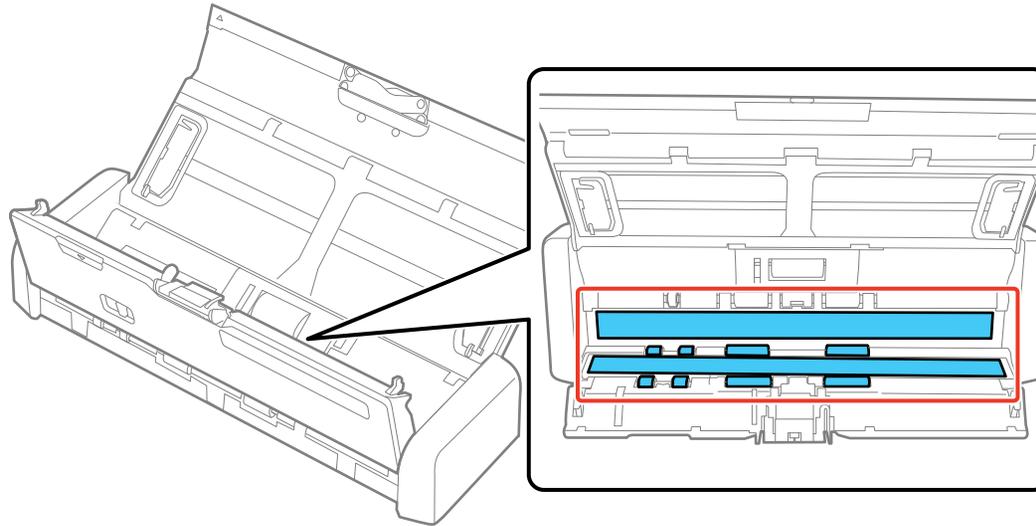
1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.

3. Pull the edge of the scanner cover firmly at the arrow mark to open it.

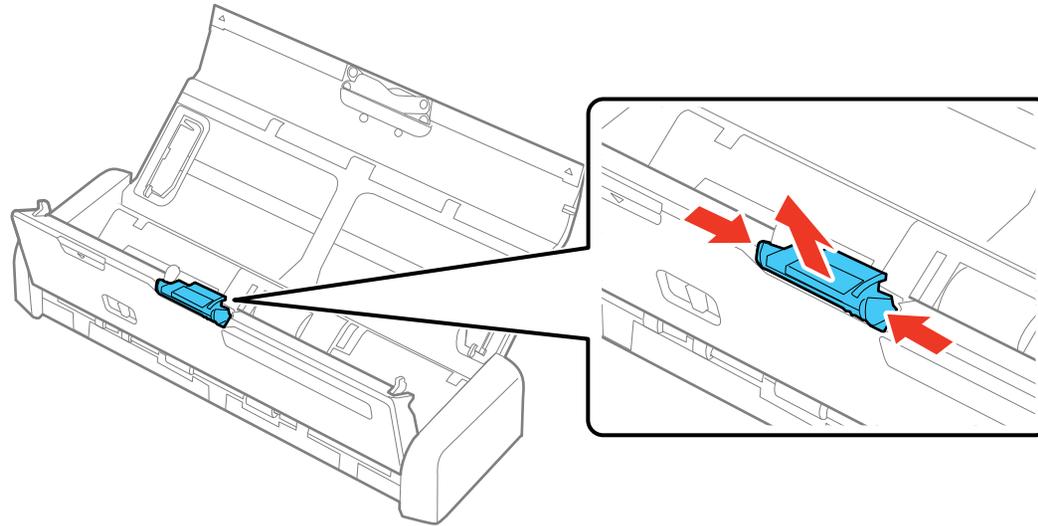


4. Use a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover.

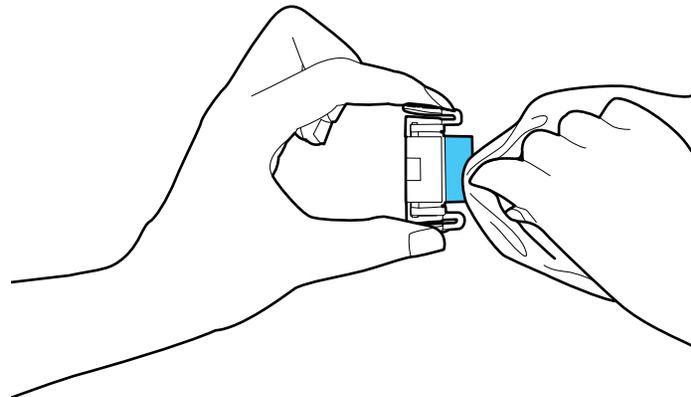
Caution: Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.



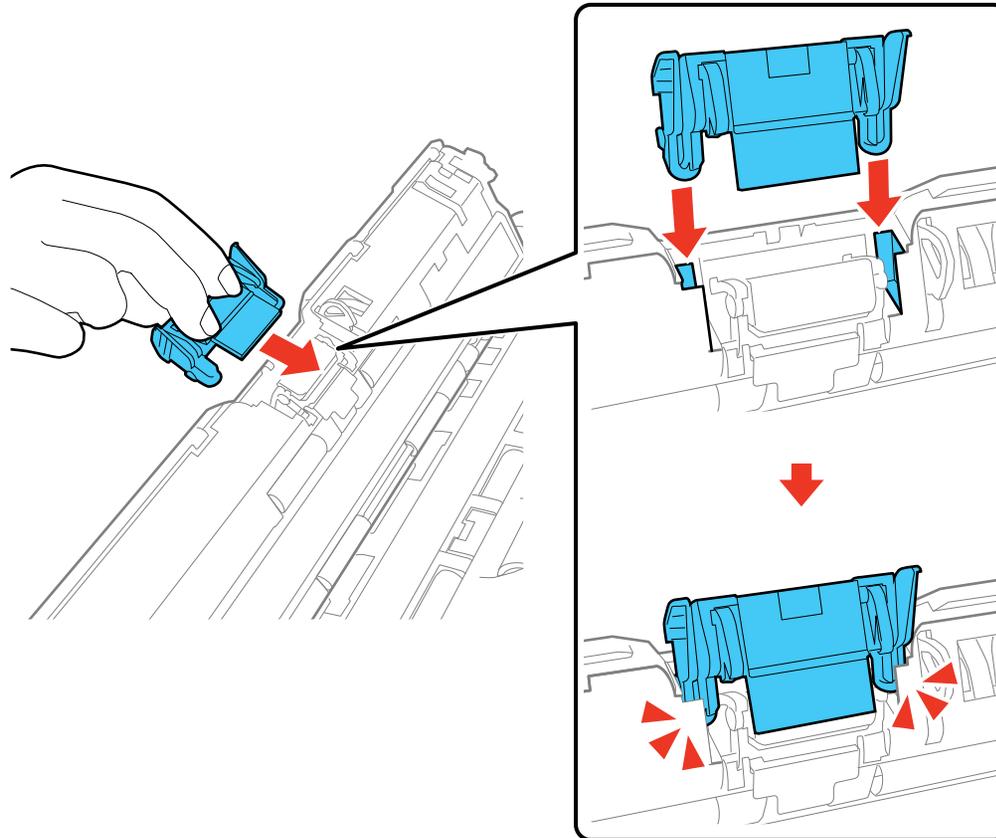
5. Squeeze the tabs on the sides of the separation pad and pull up to remove it.



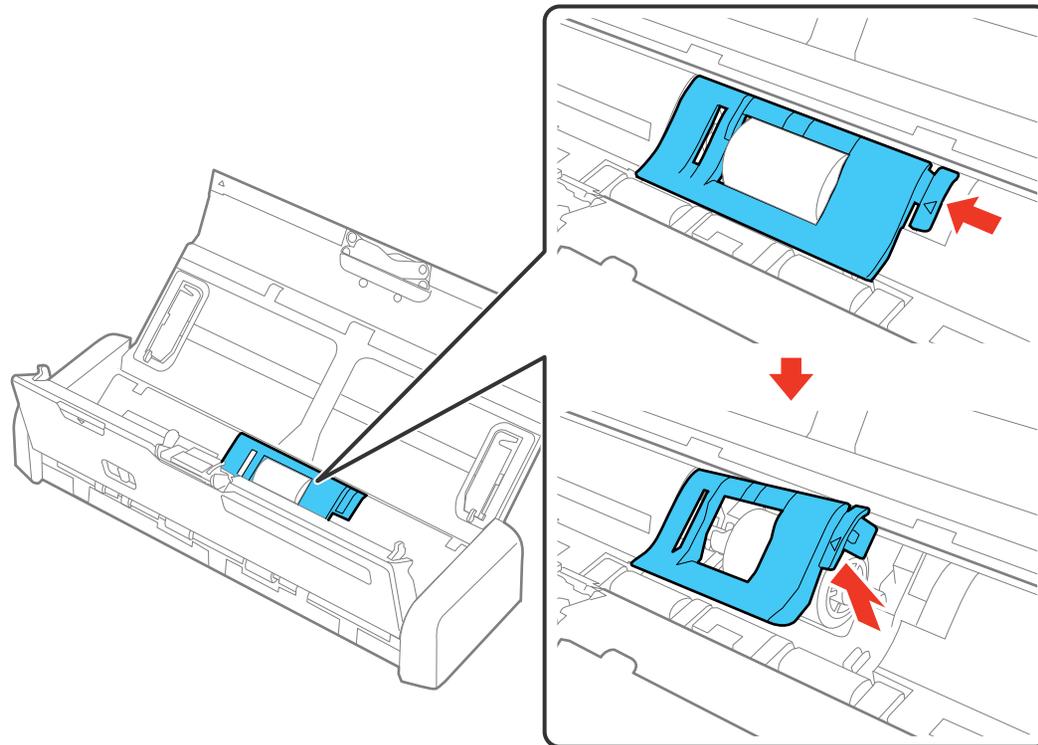
6. Use a soft cloth to wipe off any dust or dirt on the separation pad.



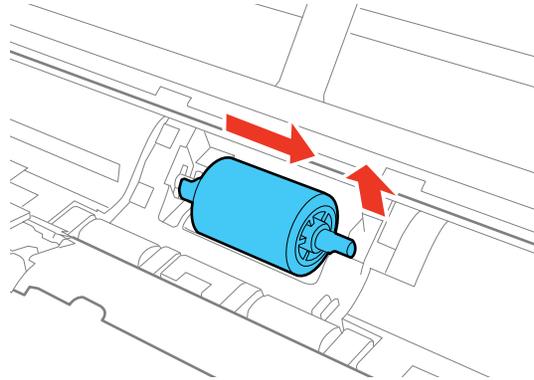
7. To replace the separation pad, slide it into the groove as shown and push it in until you hear it click into place.



8. Press the pickup roller cover latch and pull up the cover to remove it.

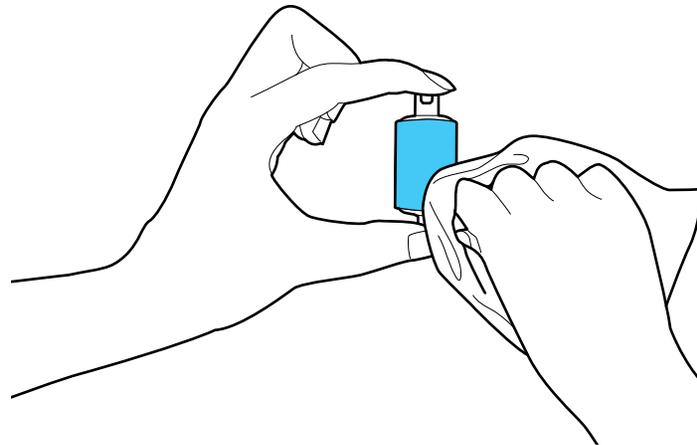


- Slide the pickup roller to the right and lift up to remove it.

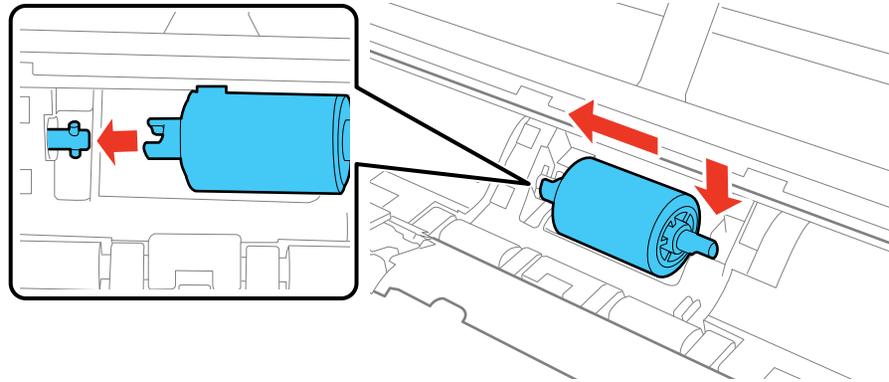


- Wipe off any dust or dirt on the pickup roller using a soft, moist cloth.

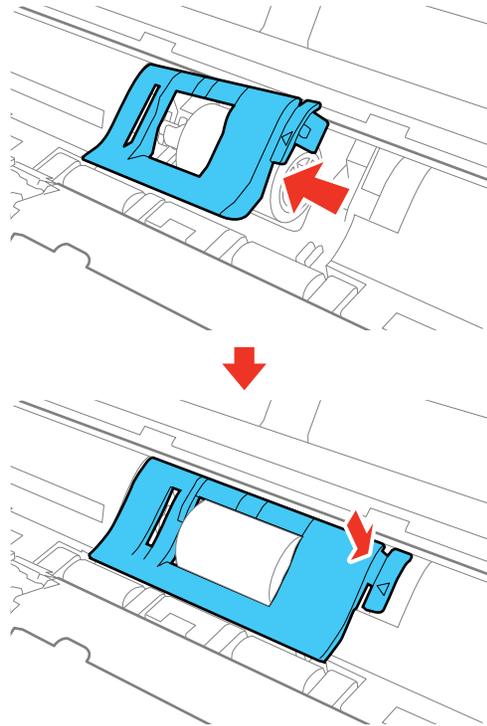
Caution: Use only a soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.



11. To replace the pickup roller, align the notch on the roller unit and slide it to the left. Press down to secure the roller.



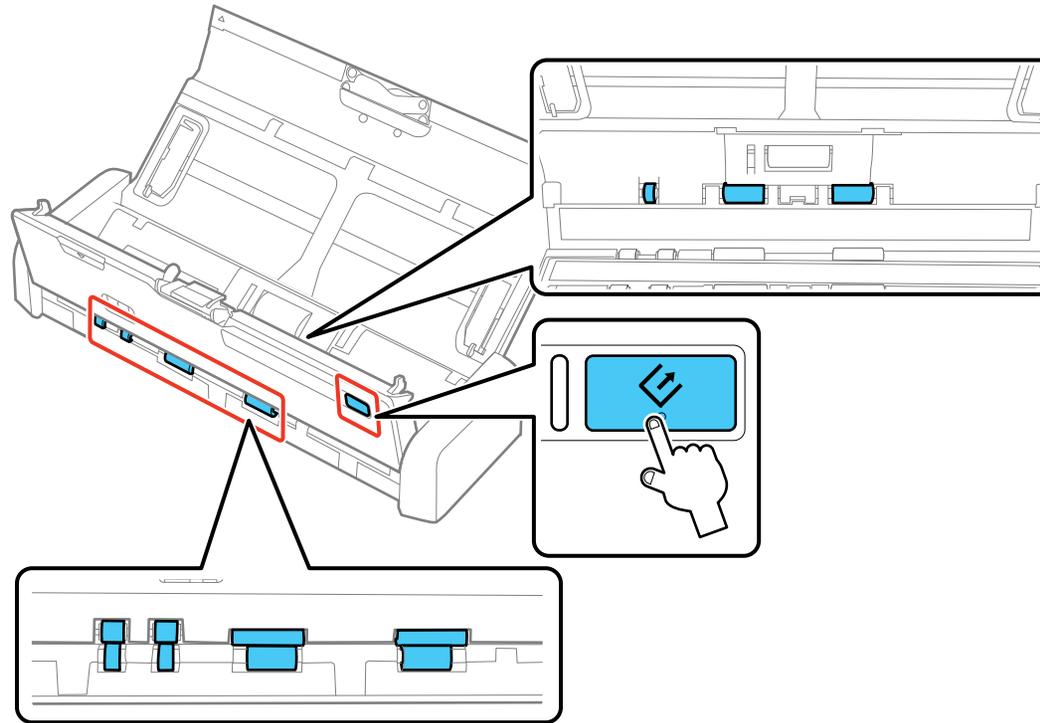
12. Align the left edge of the pickup roller cover into the notches as shown and press it down until you hear it click into place.



Note: If you are not able to close the cover, the pickup roller is not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

13. Plug in the AC adapter and press the  power button to turn on the scanner.
14. Hold down the  start button for at least two seconds while opening the scanner cover. The rollers on the bottom move momentarily, and then the scanner enters cleaning mode. Press the  start

button several times to rotate the rollers shown here. Use a soft, moist cloth to wipe off any dust or dirt on the rollers as they rotate. Repeat this step until the rollers are clean.



15. Close the scanner cover. Press the edge of the scanner cover firmly at the arrow mark until the scanner cover clicks into place.

Parent topic: [Cleaning and Transporting Your Scanner](#)

Checking the Scanner Roller Counter

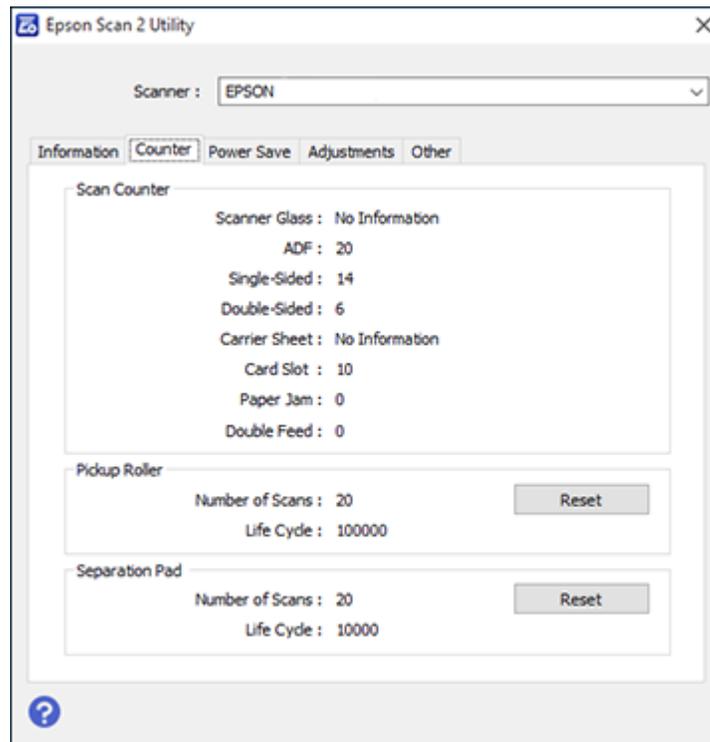
Check the scanner roller counter to determine when your rollers need to be replaced. When you replace the scanner rollers, reset the scanner roller counter so you know when you may need to replace the rollers again.

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

2. Do one of the following to open the Epson Scan 2 Utility:
 - **Windows 10:** Click  and select **All Apps**. Select **EPSON**, then select **Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

3. Click the **Counter** tab.

You see a screen like this:



4. If the number of scans in the **Number of Scans** field exceeds the number for Life Cycle of the rollers, it is time to replace the rollers.

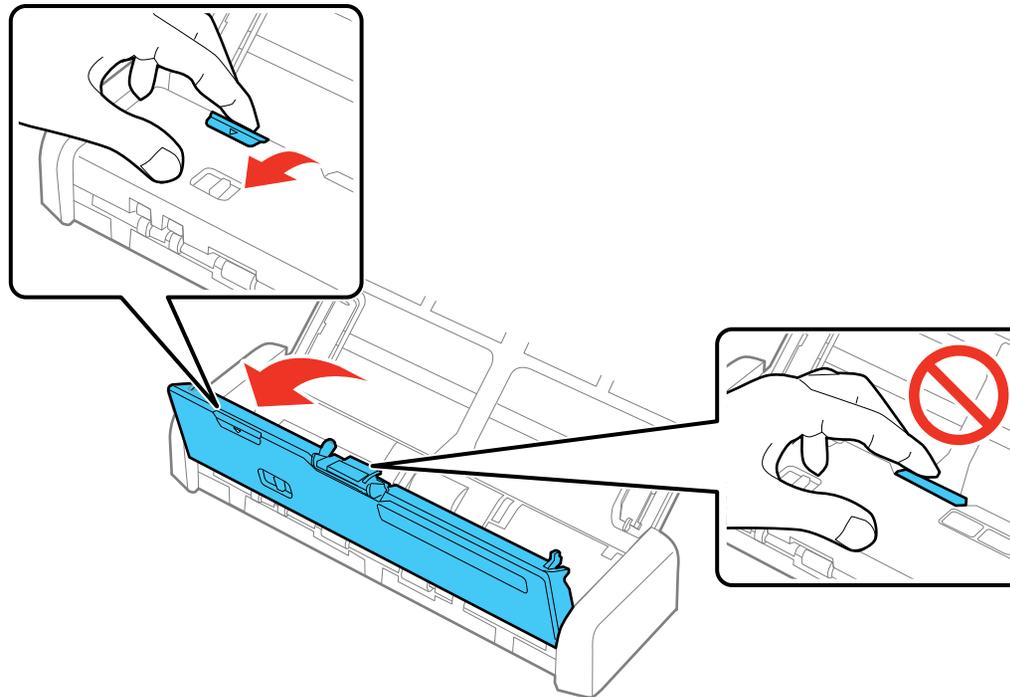
5. Close the Epson Scan 2 Utility screen.

Parent topic: [Cleaning and Transporting Your Scanner](#)

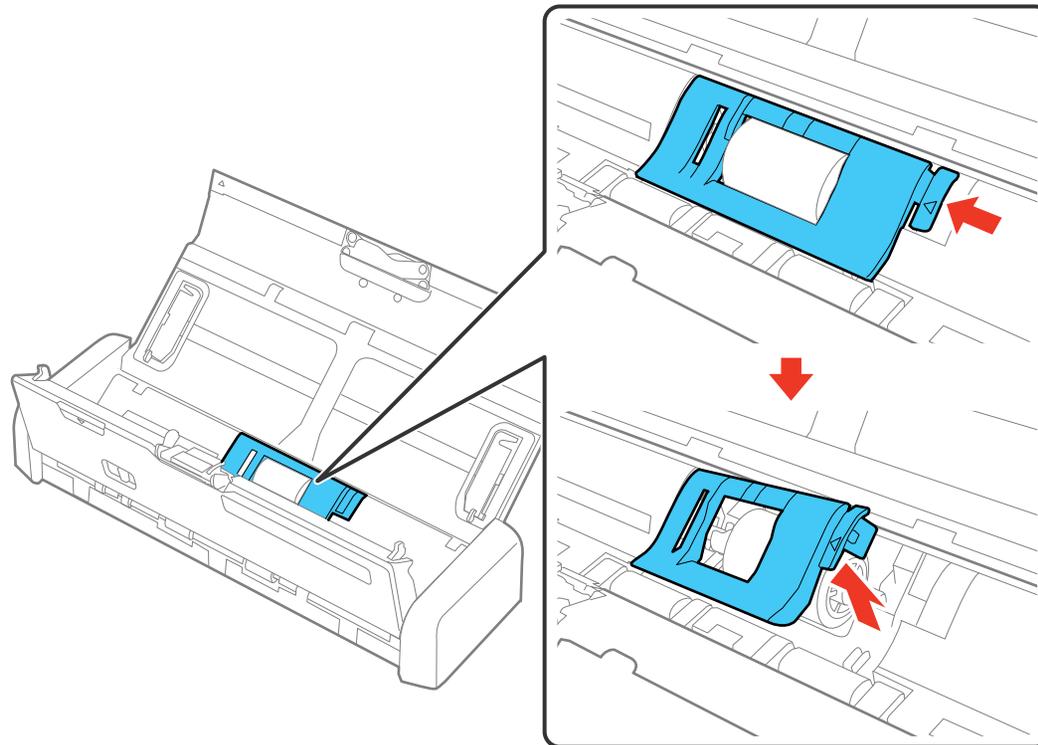
Replacing the Scanner Rollers

Replace the scanner rollers when you see a replacement message displayed on your computer. Check the scanner roller counter to see when you need to replace the rollers.

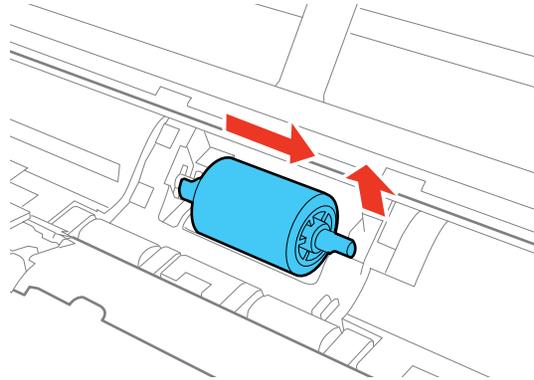
1. Turn off the scanner.
2. Unplug the AC adapter.
3. Disconnect any connected cables.
4. Pull the edge of the scanner cover firmly at the arrow mark to open it.



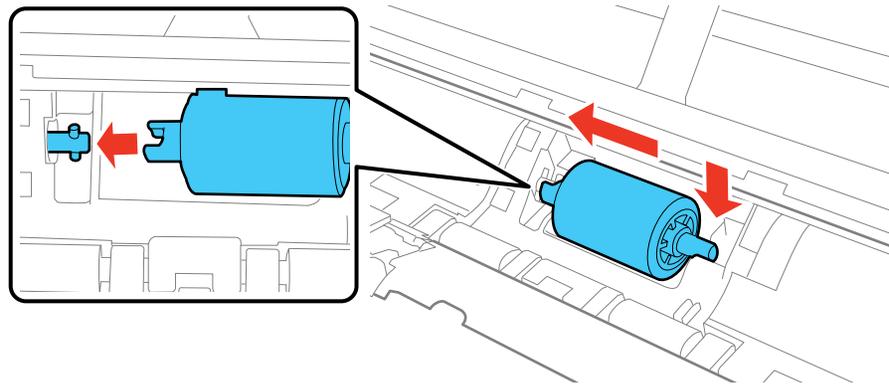
5. Press the pickup roller cover latch and pull up the cover to remove it.



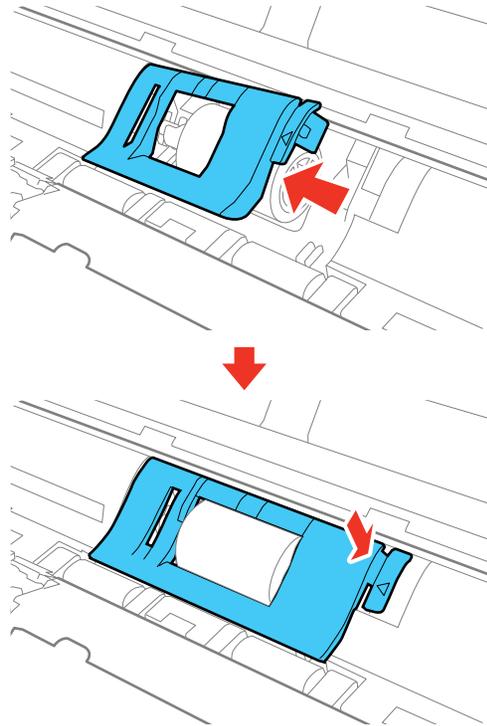
6. Slide the pickup roller to the right and lift up to remove it.



7. To install the new pickup roller, align the notch on the roller unit and slide it to the left. Press down to secure the roller.

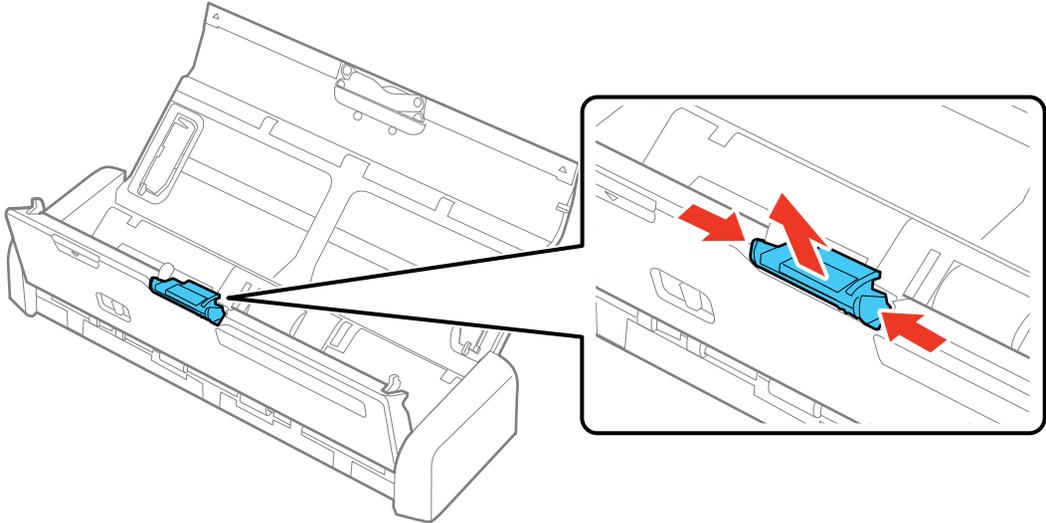


8. Align the left edge of the pickup roller cover into the notches as shown and press it down until you hear it click into place.

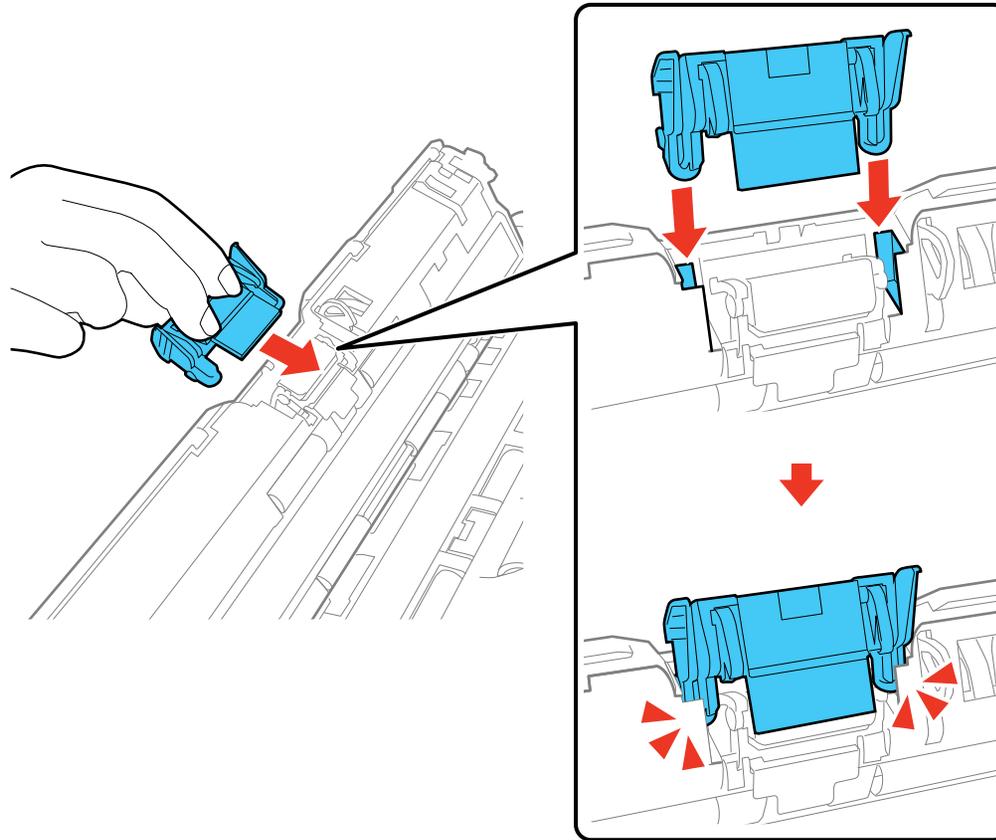


Note: If you are not able to close the cover, the pickup roller is not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

9. Squeeze the tabs on the sides of the separation pad and pull up to remove it.



10. To install a new separation pad, slide it into the groove as shown and push it in until you hear it click into place.



11. Close the scanner cover. Press the edge of the scanner cover firmly at the arrow mark until the scanner cover clicks into place.
12. Plug in the AC adapter and turn on the scanner.
13. Reset the roller counter after replacing the rollers.

[Resetting the Scanner Roller Counter](#)

Parent topic: [Cleaning and Transporting Your Scanner](#)

Related references

[User Replaceable Epson Scanner Parts and Accessories](#)

Related tasks

[Checking the Scanner Roller Counter](#)

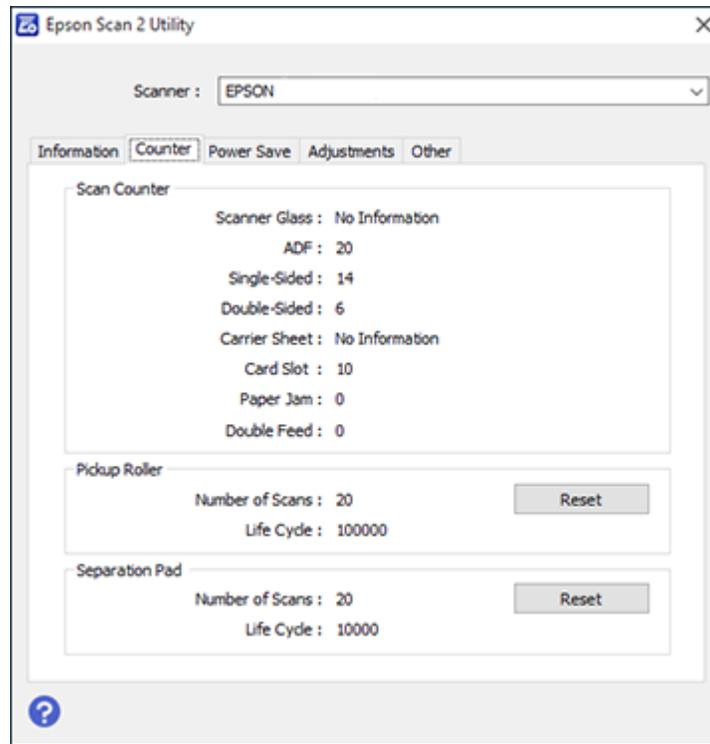
[Resetting the Scanner Roller Counter](#)

Resetting the Scanner Roller Counter

When you replace the scanner rollers, reset the scanner roller counter so you know when you may need to replace the rollers again.

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open the Epson Scan 2 Utility:
 - **Windows 10:** Click  and select **All Apps**. Select **EPSON**, then select **Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.
3. Click the **Counter** tab.

You see a screen like this:



4. Click **Reset**.
The Number of Scans field changes to 0 (zero).
5. Close the Epson Scan 2 Utility screen.

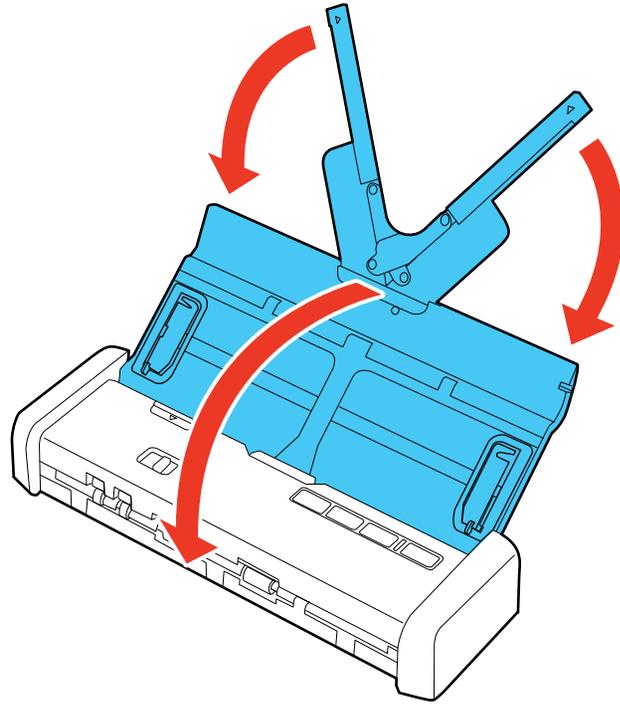
Parent topic: [Replacing the Scanner Rollers](#)

Transporting Your Scanner

If you need to ship your product, transport it a long distance, or store it for an extended period, prepare it for transportation as described here.

1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.

3. Close the input tray extension and the input tray.



4. Place the scanner in its original packing materials, if possible, or use equivalent materials with cushioning around the product.

Parent topic: [Cleaning and Transporting Your Scanner](#)

Solving Problems

Check these sections for solutions to problems you may have using your product.

[Scanner Light Status](#)

[Solving Scanning Problems](#)

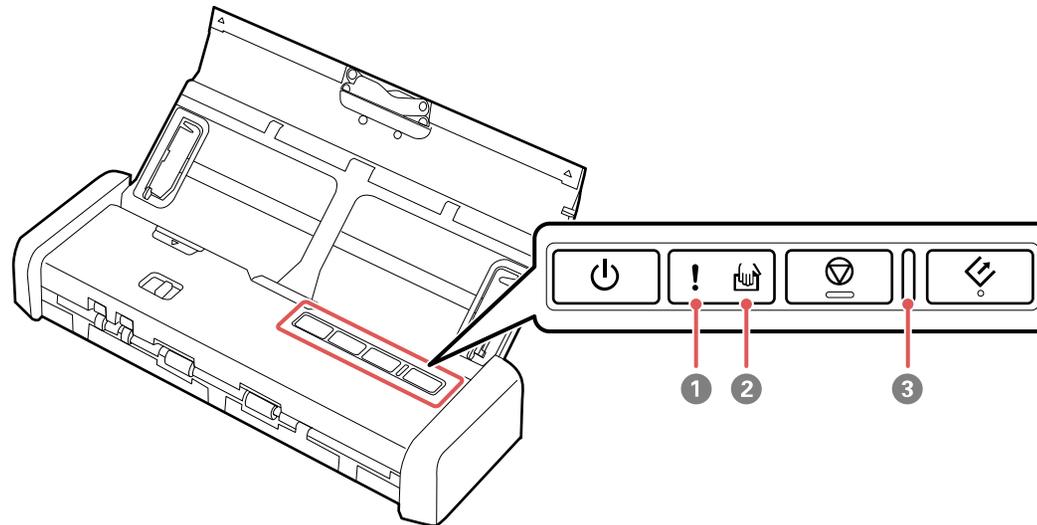
[Solving Scanned Image Quality Problems](#)

[Uninstall Your Scanner Software](#)

[Where to Get Help](#)

Scanner Light Status

You can often diagnose problems with your scanner by checking its lights.



- 1 ! error light
- 2  automatic feeding mode light
- 3 Ready light

Light status	Condition/solution
The ! error light is on and the ready light is flashing	A paper jam or a double feed has occurred. Remove any paper loaded in the input tray. If the light continues to flash, a scanner error may have occurred. Turn the scanner off and then back on again. If the error continues, contact Epson for support.
	The scanner cover is open. Make sure the scanner cover is closed and there is no jammed paper inside.
The following lights are flashing separately or simultaneously: <ul style="list-style-type: none"> • ready • ! error 	A fatal error has occurred. Try the following: <ul style="list-style-type: none"> • Check the scanner connection to your computer to make sure it is secure. • Turn the scanner off and then back on again. If the error continues, the scanner may be malfunctioning. Contact Epson for support.
The ready light is off and any of the following lights are on: <ul style="list-style-type: none"> • ! error •  automatic feeding mode 	The firmware update has failed and the scanner is in recovery mode. Try updating the firmware again.

Parent topic: [Solving Problems](#)

Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

[Scanner Does Not Turn On or Turns Off Unexpectedly](#)

[Scanner Button Does Not Work as Expected](#)

[Scanning Software Does Not Operate Correctly](#)

[Cannot Start Epson Scan 2](#)

[Original Feeds Incorrectly in Scanner](#)

[Original Jams in Scanner](#)

[Scanning is Slow](#)

Parent topic: [Solving Problems](#)

Scanner Does Not Turn On or Turns Off Unexpectedly

If the scanner does not turn on or if it turns off unexpectedly, try these solutions:

- Make sure the AC adapter is securely connected to the scanner and to a working electrical outlet.
- If the scanner turns off unexpectedly, you may need to adjust the **Power Off Timer** setting.
- Make sure the USB cable is securely connected to the computer.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- Use the USB cable that came with the scanner.
- Use a USB 3.0 (SuperSpeed) port. You cannot use a USB 2.0 or USB 1.1 port to operate the scanner on a USB power supply.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Changing the Power Save Settings](#)

Scanner Button Does Not Work as Expected

If the scanner button does not start the correct program or perform the correct action, try these solutions:

- Check the USB cable connection between the computer and scanner.
- Make sure Document Capture Pro (Windows) or Document Capture (Mac) is installed correctly. If necessary, uninstall and reinstall it.
- Make sure you have assigned the correct job to the scanner button and change it, if necessary.
- Check the status of the lights and make sure the scanner is ready to scan.
- Make sure Epson Scan 2 and other applications are installed correctly. If necessary, uninstall and reinstall it.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Assigning Start Button Settings or Scan Jobs](#)

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.

- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- Make sure the scanner is turned on.
- Make sure the connection between the scanner and your computer is secure.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

Parent topic: [Solving Scanning Problems](#)

Related concepts

[Uninstall Your Scanner Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Restart your computer.
- Make sure to use the USB cable that came with the scanner.
- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Make sure Epson Scan 2 is selected in your scanning program.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- If you connected the scanner using a USB cable, make sure it is connected directly to your computer or through only one USB hub.
- Make sure you do not have multiple versions of Epson Scan 2 installed. If you do, uninstall all versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

- Make sure the ready light stops flashing, indicating that the scanner is ready to scan.

Parent topic: [Solving Scanning Problems](#)

Related concepts

[Uninstall Your Scanner Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Original Feeds Incorrectly in Scanner

If you have problems feeding originals in your scanner, try these solutions:

- If multiple pages feed at once, try the following:
 - Remove the originals, fan the edges to separate the sheets, if necessary, and reload them.
 - Load fewer originals at a time.
 - Load only originals that meets the specifications for your scanner.
 - Clean inside the scanner and replace the roller assembly kit, if necessary.
 - Scan the originals one by one using the **Automatic Feeding Mode** setting in Epson Scan 2.
- If you see a double feed error in the Epson Scan 2 window or the Document Capture Pro window, start Epson Scan 2, select the **Main Settings** tab, select the **Detect Double Feed** setting, and select **Off**.

Note: On a Mac, only Epson Scan 2 displays double feed errors. Document Capture for Mac does not include this setting.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Cleaning Inside Your Scanner](#)

Related topics

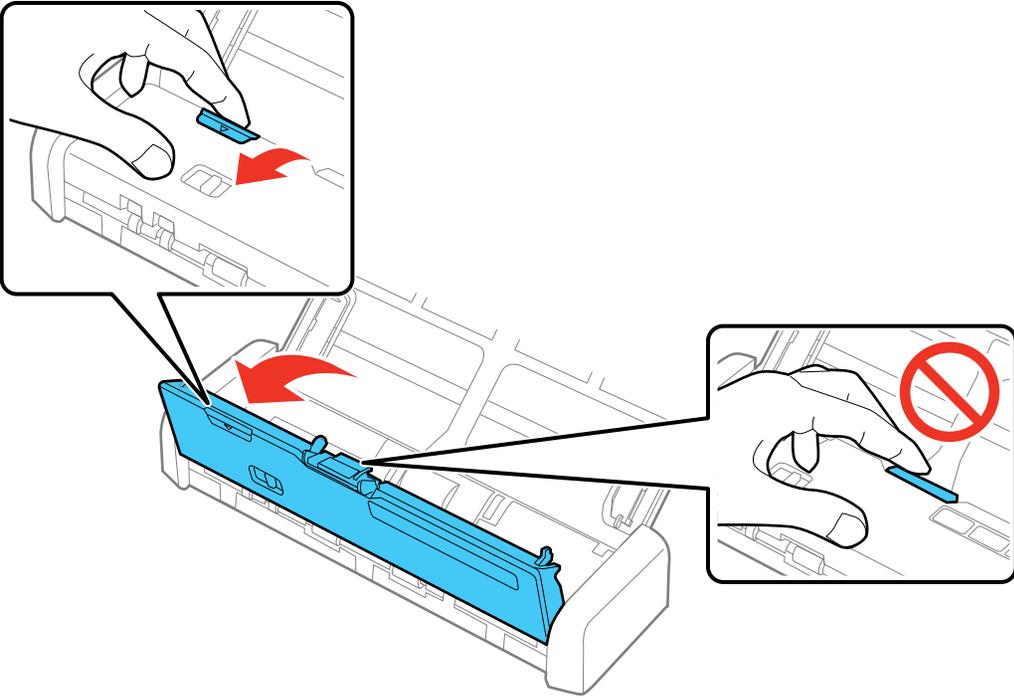
[Loading Originals](#)

Original Jams in Scanner

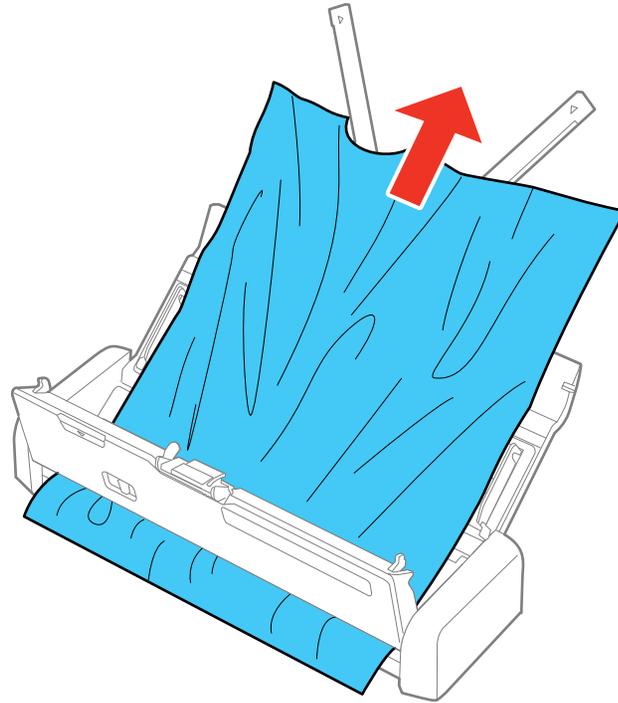
If an original has jammed inside the scanner, follow these steps:

1. Turn off your scanner.
2. Remove all originals from the input tray.

3. Pull the edge of the scanner cover firmly at the arrow mark.



4. Gently pull out any jammed originals from inside the scanner.



5. Close the scanner cover.
6. Carefully follow all loading instructions when you reload originals.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Cleaning Inside Your Scanner](#)

Related topics

[Loading Originals](#)

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.

- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are running virus protection or other security software, exclude the TWAIN.log files from monitoring or set the TWAIN.log file as read only. See your virus protection or security software instructions for details. The TWAIN.log file is saved in the following locations:

Note: You may need to unhide system folders to view files in these locations.

- **Windows XP:** C:\Documents and Settings\(\user name)\Local Settings\Temp
- **Windows (other versions):** C:\Users\(\user name)\AppData\Local\Temp
- If you are running on USB power, connect the AC adapter to the scanner.

Parent topic: [Solving Scanning Problems](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

[Back of Original Image Appears in Scanned Image](#)

[Scanned Characters are Blurry](#)

[Characters are not Recognized During Conversion to Editable Text \(OCR\)](#)

[Ripple Patterns Appear in an Image](#)

[Spots or Lines Appear in All Scanned Images](#)

[Scanned Image is Cropped](#)

[Resetting the Epson Scan 2 Settings](#)

Parent topic: [Solving Problems](#)

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, make sure you selected the correct Image Type setting for your original and select the **Text Enhancement** setting in Epson Scan 2.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Scanned Characters are Blurry

If characters in your scanned images are blurry, try these solutions:

- Make sure the mode selector is set correctly. To scan using the ADF, slide the mode selector to . To scan a plastic card using the card slot, slide the mode selector to .
- Make sure you do not move the scanner or original while scanning.
- Operate the scanner on a flat, stable surface.
- Make sure the originals are ejecting properly.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - Select the **Text Enhancement** setting.
 - Adjust the **Threshold** setting.
 - Increase the **Resolution** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Characters are not Recognized During Conversion to Editable Text (OCR)

If characters in your scanned images are not recognized during OCR conversion, try these solutions:

- Make sure your original is placed straight.
- Use an original with clear text.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - Select the correct **Image Type** setting.
 - Select or adjust the **Text Enhancement** setting.
 - Adjust the **Threshold** setting.

- Set the scanning resolution between 200 and 600 dpi.
- If you are using OCR software, check the manual for any additional adjustments.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these Epson Scan 2 settings (if available) and try scanning again:

- Select the **Descreening** setting.
- Select a lower **Resolution** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Spots or Lines Appear in All Scanned Images

If spots or lines appear in all your scanned images, try these solutions:

- Make sure the surface of the original is clean.
- Disconnect any connected cables and clean inside the scanner.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Cleaning Inside Your Scanner](#)

Scanned Image is Cropped

If the edges of a scanned image are cropped, try the following solutions:

- Select **Auto Detect** or **Auto Detect (Long Paper)** as the Document Size setting in Epson Scan 2, Document Capture Pro, or Document Capture.

Note: The maximum paper length is 44 inches (1,117.6 mm); select **Customize** to create a custom paper size.

- In Epson Scan 2, select the **Main Settings** tab. Select **Document Size > Settings** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
 - **Document Capture Pro (Windows):** Select **Detailed Settings** from the Scan window. Select **Document Size > Settings** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
 - **Document Capture (Mac):** Click the  Scan button and select **Detailed Settings** from the Scan window. Select **Document Size > Settings** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Resetting the Epson Scan 2 Settings

If you continue to experience image quality problems after trying all possible solutions, you may need to reset the Epson Scan 2 Settings using the Epson Scan 2 Utility.

1. Do one of the following to start the Epson Scan 2 Utility:
 - **Windows 10:** Click  and select **All apps > EPSON > Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.
2. Click the **Other** tab.
3. Click **Reset**.

Note: If resetting the Epson Scan 2 settings does not solve your problem, uninstall Epson Scan 2 and re-install it.

Parent topic: [Solving Scanned Image Quality Problems](#)

Uninstall Your Scanner Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

[Uninstalling Scanner Software - Windows](#)

[Uninstalling Scanner Software - Mac](#)

Parent topic: [Solving Problems](#)

Uninstalling Scanner Software - Windows

You can uninstall and then re-install your scanner software to solve certain problems.

1. Turn off the scanner.
2. Disconnect any interface cables.
3. Do the following to uninstall each of your scanning software programs, then follow any on-screen instructions:
 - **Windows 10:** Right-click  and select **Control Panel > Programs > Programs and Features**. Select the scanner software program and click **Uninstall/Change**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Programs > Programs and Features**. Select the scanner software program and click **Uninstall/Change**.
 - **Windows 7 or Windows Vista:** Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select the scanner software program and click **Uninstall/Change**.
 - **Windows XP:** Open the Windows **Control Panel** utility. Double-click **Add or Remove Programs**. Select the scanner software program and click **Change/Remove**.
4. Restart your computer, then see the *Start Here* sheet to re-install your software.

Note: If you find that re-installing your scanner software does not solve a problem, contact Epson.

Parent topic: [Uninstall Your Scanner Software](#)

Uninstalling Scanner Software - Mac

In most cases, you do not need to uninstall your scanner software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your scanner software as described here.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.
2. Follow the instructions on the screen to install the Uninstaller utility.
3. Quit all applications currently running on your Mac.
4. Double-click the **Uninstaller** icon.
5. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
6. Click **Uninstall**.
7. Follow the on-screen instructions to uninstall the software.
8. To reinstall your scanner software, see the *Start Here* sheet for instructions.

Note: If you find that re-installing your scanner software does not solve a problem, contact Epson.

Parent topic: [Uninstall Your Scanner Software](#)

Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product for solutions to common problems with your product. You can download utilities and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase

- Computer configuration
- Description of the problem

Then call:

- U.S.: (562) 276-4382, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
- Canada: (905) 709-3839, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

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

Purchase Supplies and Accessories

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

Parent topic: [Solving Problems](#)

Technical Specifications

These sections list the technical specifications for your scanner.

Note: Epson offers a recycling program for end of life Epson products. Please go to [this site](#) for information on how to return your Epson products for proper disposal.

[Windows System Requirements](#)

[Mac System Requirements](#)

[General Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

Make sure your system meets these requirements before using it with your scanner.

Operating system	Microsoft Windows 10, 8.x, Windows 7, Windows Vista, Windows XP Professional x64 Edition Service Pack 2, Windows XP (32-bit) Service Pack 3
-------------------------	---

Parent topic: [Technical Specifications](#)

Mac System Requirements

Make sure your system meets these requirements before using it with your scanner.

Operating system	mac OS 10.12.x, OS X 10.11.x, 10.10.x, 10.9.x, 10.8.x, 10.7.x, 10.6.8 (Fast user switching on Mac OS X or later is not supported.)
-------------------------	---

Note: The UNIX File System (UFS) for OS X is not supported.

Parent topic: [Technical Specifications](#)

General Specifications

Scanner type	Portable, sheet feed, one pass duplex, color
Photoelectric device	CIS
Effective pixels	5100 × 8700 pixels at 600 dpi 5100 × 13200 pixels at 300 dpi
Document size	Maximum: 8.5 × 44 inches (215.9 × 1117.6 mm) Minimum: 3.5 × 2.75 inches (89 × 70 mm)
Paper input	Facedown loading (ADF) Faceup loading (card slot)
Paper output	Facedown ejection (ADF) Faceup ejection (card slot)
Paper capacity	25 sheets of paper at 17 lb (64 g/m ²) weight 20 sheets of paper at 21 lb (80 g/m ²) weight 12 sheets of paper at 34 lb (128 g/m ²) weight Stack of originals: less than 0.07 inches (2 mm) thick
Scanning resolution	600 dpi (main scan) 600 dpi (sub scan)
Output resolution	50 to 1200 dpi (in 1 dpi increments) 50 to 300 dpi for scans from 14.5 to 44 inches (368.3 to 1117.6 mm)

Color depth

Color:

48 bits per pixel internal (16 bits per pixel per color internal)

24 bits per pixel external (8 bits per pixel per color external)

Grayscale:

16 bits per pixel internal

8 bits per pixel external

Black and white:

16 bits per pixel internal

8 bits per pixel external

Interface

Super-Speed USB port

Light source

RGB LED

Parent topic: [Technical Specifications](#)

Dimension Specifications

Height	2 inches (51 mm)
Width	11.3 inches (288 mm)
Depth	3.5 inches (88.5 mm)
Weight	2.4 lb (1.1 kg)

Note: Dimensions do not include projecting parts.Parent topic: [Technical Specifications](#)

Electrical Specifications

Scanner**Note:** Check the label on the scanner and the AC adapter for voltage information. Power consumption varies depending on operating conditions or whether an option is installed.

Rated input voltage	DC 5 V
Rated input current	3 A
Power consumption	Operating: 8 W (approximately) Ready mode: 2.5 W (approximately) Sleep mode: 0.9 W (approximately) Power off mode: 0.3 W or less

AC Adapter

AC adapter model	100 to 240 V model: A491H 220 to 240 V model: A492E
Rated input current	0.6 A
Rated input frequency	50 to 60 Hz
Rated output voltage	DC 5 V
Rated output current	3 A

Parent topic: [Technical Specifications](#)

Environmental Specifications

Temperature	Operating: 41 to 95 °F (5 to 35 °C) Storage: –13 to 140 °F (–25 to 60 °C)
Humidity (non-condensing)	Operating: 15 to 80% RH Storage: 15 to 85% RH
Operating conditions	Ordinary office or home conditions

Note: Avoid operating the scanner in direct sunlight, near a strong light source, or in extremely dusty conditions.

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

Scanner

United States

EMC: FCC part 15 Subpart B class B

Canada

EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

AC Adapter (A491H)

United States

Safety: UL60950-1

EMC: FCC part 15 Subpart B class B

Canada

Safety: CAN/CSA C22.2 No. 60950-1

EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

Parent topic: [Technical Specifications](#)

Notices

Check these sections for important notices about your scanner.

Note: Epson offers a recycling program for end of life Epson products. Please go to [this site](#) for information on how to return your Epson products for proper disposal.

[Important Safety Instructions](#)

[Restrictions on Copying](#)

[Default Delay Times for Power Management for Epson Products](#)

[Binding Arbitration and Class Waiver](#)

[Trademarks](#)

[Copyright Notice](#)

Important Safety Instructions

Follow these safety instructions when setting up and using the scanner:

- Read all these instructions, and follow all warnings and instructions marked on the scanner.
- Place the scanner close enough to the computer for the interface cable to reach it easily.
- Do not use with wet hands.
- When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave at least 3.9 inches (10 cm) between the back of the product and the wall.
- After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- Do not place or store the scanner outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

- Never disassemble, modify, or attempt to repair the scanner or a scanner option by yourself except as specifically explained in this guide.

Caution: Radio waves from this product may adversely affect the operation of medical equipment, airplanes, or automatically controlled devices, such as pacemakers, automatic doors, or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

Warning: The cords included with this product contain chemicals, including lead, known to the State of California to cause birth defects or other reproductive harm. **Wash hands after handling.** (This notice is provided in accordance with Proposition 65 in Cal. Health & Safety Code § 25249.5 and following.)

AC Adapter

- Do not place or store the AC adapter outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- Place the scanner and the AC adapter near an electrical outlet where the adapter can be easily unplugged.
- The AC power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.
- Do not place objects on top of the AC power cord and do not allow the AC adapter or the power cord to be stepped on or run over. Be particularly careful to keep the AC power cord straight at the end and the point where it enters the AC adapter.
- Use only the AC adapter that comes with your scanner. Using any other adapter could cause fire, electrical shock, or injury.
- The AC adapter is designed for use with the scanner with which it was included. Do not attempt to use it with other electronic devices unless specified.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Unplug the scanner 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 scanner or the AC adapter; the scanner or the AC adapter has been dropped or the case has been damaged; the scanner 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 scanner 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 scanner for a long period, be sure to unplug the AC adapter from the electrical outlet.

Parent topic: [Notices](#)

Restrictions on Copying

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

Copying of the following items is prohibited by law:

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

Exercise caution when copying the following items:

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

Note: Copying these items may also be prohibited by law.

Restriction on disassembling and decompiling

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

Parent topic: [Notices](#)

Default Delay Times for Power Management for Epson Products

This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

Parent topic: [Notices](#)

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes.** The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6, that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration.** You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED.**

Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice.** Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days, you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILEgal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court.** Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

1.6 Arbitration Procedure. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at <http://www.jamsadr.com> or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at <http://www.jamsadr.com> ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks \$75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you \$1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

1.8 Amendments to Section 1. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 Severability. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: [Notices](#)

Trademarks

EPSON® is a registered trademark and EPSON Exceed Your Vision is a registered logomark of Seiko Epson Corporation.

Apple, App Store, iPad, iPhone, iPod touch, and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

Google® is a registered trademark and Android™ is a trademark of Google Inc.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.



Parent topic: [Notices](#)

Copyright Notice

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. The information contained herein is designed only for use with this Epson product. Epson is not responsible for any use of this information as applied to other products.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson approved Products by Seiko Epson Corporation.

This information is subject to change without notice.

[libTIFF Software Acknowledgment](#)

[A Note Concerning Responsible Use of Copyrighted Materials](#)

[Copyright Attribution](#)

Parent topic: [Notices](#)

libTIFF Software Acknowledgment

Copyright © 1988-1997 Sam Leffler

Copyright © 1991-1997 Silicon Graphics, Inc.

Permission to use, copy, modify, distribute, and sell this software and its documentation for any purpose is hereby granted without fee, provided that (i) the above copyright notices and this permission notice appear in all copies of the software and related documentation, and (ii) the names of Sam Leffler and Silicon Graphics may not be used in any advertising or publicity relating to the software without the specific, prior written permission of Sam Leffler and Silicon Graphics.

THE SOFTWARE IS PROVIDED "AS-IS" AND WITHOUT WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR OTHERWISE, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL SAM LEFFLER OR SILICON GRAPHICS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF DAMAGE, AND ON ANY THEORY OF LIABILITY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SOFTWARE.

Parent topic: [Copyright Notice](#)

A Note Concerning Responsible Use of Copyrighted Materials

Epson encourages each user to be responsible and respectful of the copyright laws when using any Epson product. While some countries' laws permit limited copying or reuse of copyrighted material in certain circumstances, those circumstances may not be as broad as some people assume. Contact your legal advisor for any questions regarding copyright law.

Parent topic: [Copyright Notice](#)

Copyright Attribution

© 2016 Epson America, Inc.

11/16

CPD-52026

Parent topic: [Copyright Notice](#)