



# **DS-800WN/DS-900WN User's Guide**



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## DS-800WN/DS-900WN User's Guide

Welcome to the DS-800WN/DS-900WN *User's Guide*.

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

**Note:** Illustrations used in this guide are for reference only. Although they may differ slightly from the actual product, the operating methods are the same. Availability of products in this guide varies by country.

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## Product Basics

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

[Product Features](#)

[Available Software](#)

[Product Parts Locations](#)

[Paper Alignment Plate](#)

[Inserting and Removing an External USB Drive](#)

[Optional Accessories and Replacement Parts](#)

[Using the Control Panel](#)

[Using Power Saving Settings](#)

[Using the Epson Smart Panel Mobile App](#)

## Product Features

Your product includes the following special features.

- **"ScanWay" PC-Free Scanning**

PC-free scanning allows you to scan and distribute documents directly from the product's control panel without having to use a computer. You can send the scanned image to a selected destination, such as a network folder, email, cloud service, or USB drive.

- **Customizable Home Screen Display**

You can customize the screen display to suit your scanning needs. By changing the icon and colors on the screen display, you can easily find your preferred scanning setting. This feature is useful when sharing the scanner with multiple users.

- **Secure Scanning Environment**

Depending on your environment, you can build an authentication system to manage multiple Epson devices using a server (Epson Print Admin), or you can use the product's built-in authentication feature which provides standalone authentication without the need for a server (Epson Print Admin Serverless).

**Note:** A license key is required to use Epson Print Admin and Epson Print Admin Serverless. Contact your Epson dealer for more information.

- **Document Protection**

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

- A paper feed error has occurred
- An original is fed at an angle
- The combination of the original and the scanner position does not match

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

- **Glass Surface Stain Detection**

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

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

- **Double-feed Detection**

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

- **Image Quality Adjustment Options**

- **Color Optimization**

You can use Image Type settings to automatically detect the color of the original before scanning (**Epson Scan 2 > Main Settings tab > Image Type > Auto**). When scanning from the control panel, select **Color/Grayscale/B&W**, **Color/Black & White**, or **Color/Grayscale** as the Image Type setting. The Image Type setting that can be selected differs depending on the feature used and the file format to be saved.

**Note:** When using Epson Smart Panel, setting **Image Type** to **Auto** allows you to scan the image in Color or Gray.

- **Text Enhancement**

You can use Text Enhancement settings (**Epson Scan 2 > Advanced Settings tab > Text Enhancement > Settings**) to emphasize light letters and remove dotted patterns in the background of difficult to read originals.

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

- **Edge Correction**

You can use Edge Correction settings (**Epson Scan 2 > Advanced Settings tab > Edge Correction > Settings**) to correct scanned images when the corners or edges of the original are folded or torn, or when a shadow appears around the scanned image. The missing edges or corners will be automatically filled with the color of the original document.

- **Mobile Scanning using Epson Smart Panel**

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

**Parent topic:** [Product Basics](#)

**Related tasks**

[Scanning to a Network Folder or FTP Server](#)

[Scanning to an Email](#)

[Scanning to the Cloud](#)

[Scanning to an External USB Device](#)

[Using the Epson Smart Panel Mobile App](#)

[Starting a Scan from a Smartphone or Tablet](#)

**Related topics**

[Customizing the Control Panel Display](#)

## Available Software

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

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



**Note:** An Internet connection is required to obtain the product software. Please note that some options, such as Epson Print Admin and Epson Print Admin Server, require the purchase of a license and are only available through your Epson dealer.

Software	Description
Document Capture Pro (Windows) or Document Capture (Mac)	Allows you to easily and efficiently digitize originals if you want to save scanned data to your computer. You can register a set of operations, such as Scan-Save-Send, as a “job” and assign the job to the scanner's control panel so you can perform the operation by simply selecting the job on the LCD screen. See the software help for detailed information on using the application.
Epson Scan 2	Scanner driver that allows you to control the scanner. You can adjust the size, resolution, brightness, contrast, and quality of the scanned image. See the software help for more information on using the application.  <b>Note:</b> For Windows Server operating systems, make sure the Desktop Experience feature is installed.
Epson Smart Panel	An app that allows you to scan documents using devices such as iOS or Android smart phones and tablets. You can save the scanned data in smart devices or cloud services, and send by e-mail. Download and install Epson Smart Panel from the App Store or Google Play.
Epson Software Updater	Periodically checks for software updates and then notifies you and installs the software if an update is available. You can select the interval for update checks and make settings for receiving update notifications. In addition to driver updates, also allows you to update product firmware and previously installed applications, and install additional software that is compatible with your product.  <b>Note:</b> Windows Server operating systems are not supported.
Web Config	Pre-installed software that allows you to access your scanner from a web browser via a network, and perform administrative functions such as updating firmware and configuring network and advanced security settings. To use Web Config, connect the scanner and the computer or smart device to the same network.
EpsonNet Config	Allows you to set network interface addresses and protocols. See the software help for more information on using the application.

Software	Description
Epson Device Admin	Allows you to monitor and manage your product on a network and perform administrative functions such as updating firmware and running detailed status reports. See the software help for more information on using the application.
EpsonNet SetupManager	Optional software that allows the administrator to create unique software packages (such as a driver package for a simpler scanner installation, etc.) and distribute them among groups. Visit the Epson website for more information.
Epson Print Admin	<p>Optional software that allows you to build an authentication system using a server for authentication. A variety of authentication methods are available including logging into the scanner with an ID card. To achieve a secure scanning environment, the scanning functions and destination settings are displayed on the control panel for each user to prevent accidental operations, and a usage log management function is used. You can enhance the scanning functionality using the EPA Advanced Workflows option.</p> <p><b>Note:</b> A license key is required to use Epson Print Admin and EPA Advanced Workflows. Contact your Epson dealer for more information.</p>
Epson Print Admin Serverless	<p>Allows you to use the product's built-in authentication function to perform authenticated scanning without the need for a server.</p> <p><b>Note:</b> An activation key is required to use Epson Print Admin Serverless. Contact your Epson dealer for more information.</p>

Parent topic: [Product Basics](#)

## Product Parts Locations

See these sections to identify the parts on your product.

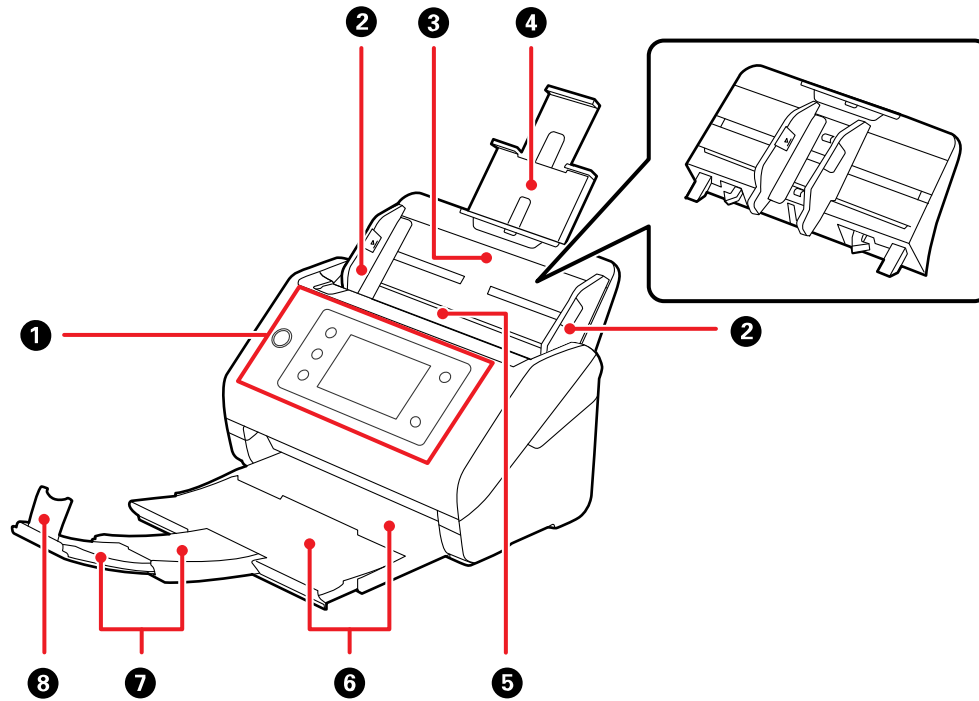
[Product Parts - Front](#)

[Product Parts - Inside](#)

[Product Parts - Back](#)

Parent topic: [Product Basics](#)

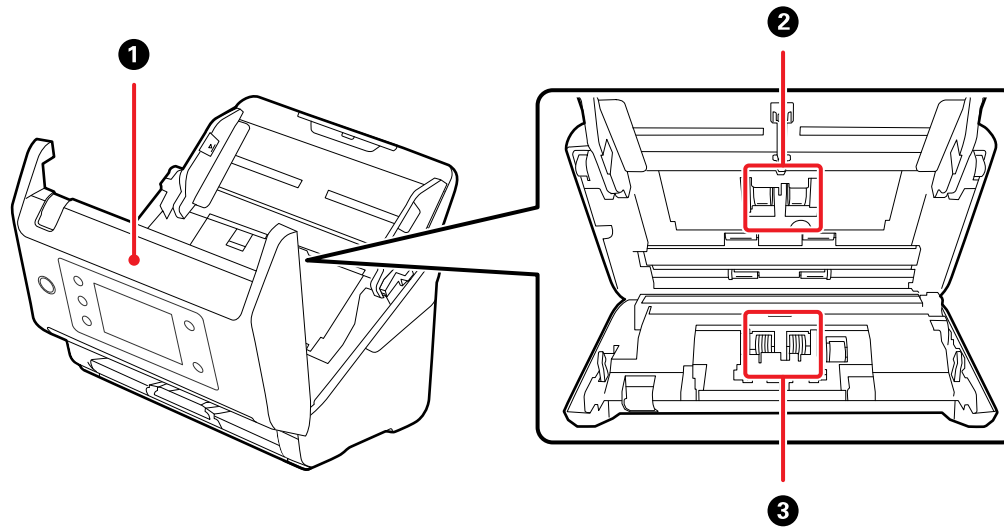
## Product Parts - Front



- 1 Control panel
- 2 Edge guides
- 3 Input tray
- 4 Input tray extension
- 5 ADF (Automatic Document Feeder)
- 6 Output tray
- 7 Output tray extension
- 8 Stopper

Parent topic: [Product Parts Locations](#)

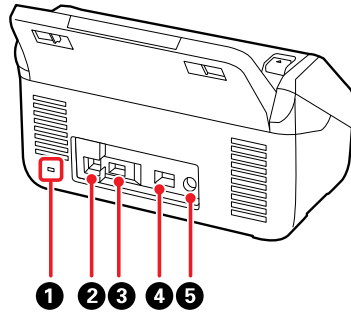
## Product Parts - Inside



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

Parent topic: [Product Parts Locations](#)

## Product Parts - Back

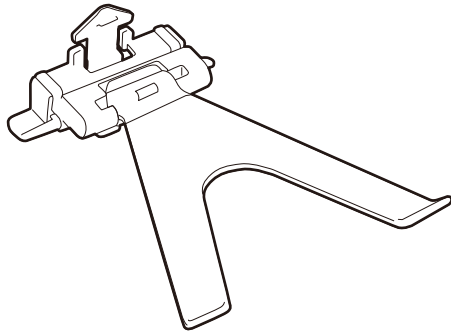


- 1 Security slot
- 2 USB port
- 3 External interface USB port (for connecting an external USB or authentication device)
- 4 LAN port
- 5 DC inlet

Parent topic: [Product Parts Locations](#)

## Paper Alignment Plate

The paper alignment plate serves as a guide to ensure that scanned originals are ejected correctly and consistently. This is useful when scanning originals that are a mixture of different sizes.



**Note:** The paper alignment plate can be purchased as an option for the DS-800WN model; it is included with the DS-900WN model.

See these sections for instructions on attaching and removing the paper alignment plate.

[Attaching the Paper Alignment Plate](#)

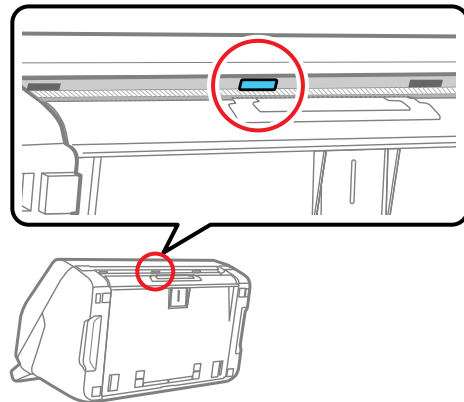
[Removing the Paper Alignment Plate](#)

**Parent topic:** [Product Basics](#)

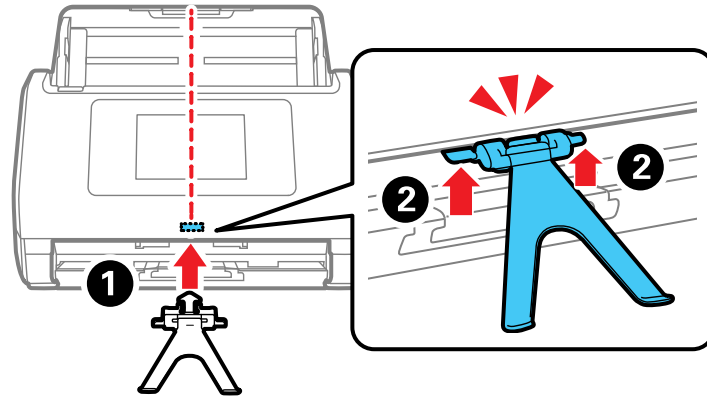
## Attaching the Paper Alignment Plate

Follow the steps below to attach the paper alignment plate.

1. Locate the installation slot at the bottom center of the control panel.

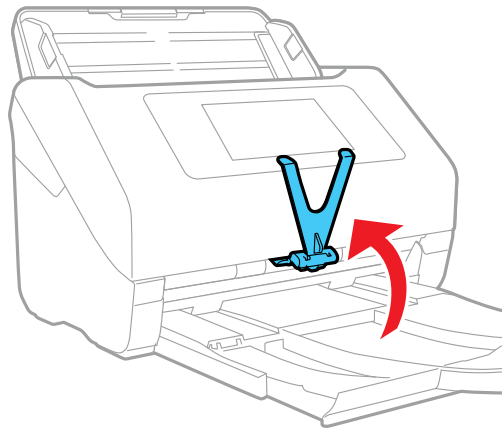


2. Insert the paper alignment plate into the installation slot, then push in both sides of the plate until it clicks into place.



Raise the paper alignment plate in the following situations:

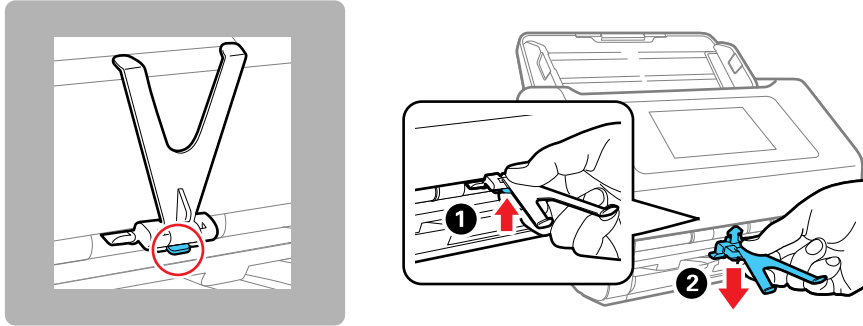
- When scanning thin paper
- When closing the output tray



Parent topic: [Paper Alignment Plate](#)

## Removing the Paper Alignment Plate

To remove the paper alignment plate, push in the hook at the bottom of the plate, then pull the plate out of the slot at the bottom of the control panel.

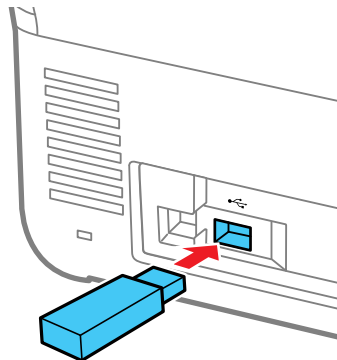


Parent topic: [Paper Alignment Plate](#)

## Inserting and Removing an External USB Drive

Insert a USB device into the external interface USB port on the back of the product.

**Note:** If you connect an authentication device to the external interface USB port, you cannot use the port to connect a USB drive to save a scanned image.





Perform the step in reverse order to remove the external USB device.

**CAUTION:** A message displays on the control panel while data is transferring to the external USB device. If you remove the external USB device while transferring data, the data on the external USB device may be lost.

Data may be lost or corrupted in the following situations:

- If the device is affected by static electricity or electrical noise
- If the device is used incorrectly
- If the device is broken or repaired
- If the device is damaged by a natural disaster

**Note:** Epson cannot guarantee the compatibility of your device. Make sure the files on the device are compatible with the product.

**Parent topic:** [Product Basics](#)

## Optional Accessories and Replacement Parts

**U.S. and Canada:** You can purchase optional accessories and replacement parts at [epson.com](http://epson.com) (U.S. sales) or [epson.ca](http://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.

**Latin America:** You can purchase optional accessories and replacement parts from an Epson authorized reseller. To find the nearest reseller, go to [latin.epson.com](http://latin.epson.com). Or you can contact your nearest sales office as described in "Where to Get Help".

**Note:** Availability of accessories varies by country.

Part	Part number
Carrier sheet (5)	B12B819051
Roller assembly kit	B12B819711
Paper alignment plate	B12B819691
Cleaning kit	B12B819291

**Note:** Use only the carrier sheets specified above. You can only use the carrier sheet when scanning from a computer, or when scanning from the product's control panel using the **Computer** option. You cannot use a carrier sheet when scanning from the product's control panel using the following options:

- **Network Folder/FTP**
- **Email**
- **Cloud**
- **USB Drive**
- **WSD**
- **Scan to My Email** (when using Epson Print Admin/Epson Print Admin Serverless)
- **Scan to My Folder** (when using Epson Print Admin/Epson Print Admin Serverless)
- **Scan Presets** (when using Epson Print Admin)

Parent topic: [Product Basics](#)

## Using the Control Panel

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

[Control Panel Buttons and Lights](#)

[LCD Screen](#)

[Status Icon Information](#)

[Navigating the LCD Screen](#)

[Entering Characters on the LCD Screen](#)

[Viewing Animations](#)

[Customizing the Control Panel Display](#)

[Adjusting the Screen Brightness](#)

[Adjusting Control Panel Sounds](#)

[Changing LCD Screen Language](#)

[Selecting the Date and Time](#)

[Changing the Keyboard Layout](#)

[Adjusting the Operation Time Out Setting](#)

[Preventing PC Connection via USB](#)

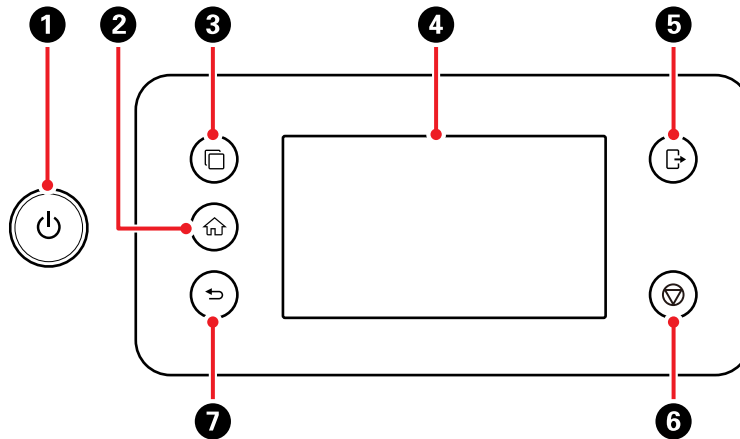
[Setting Direct Power On](#)

[Changing Regular Cleaning Alert Settings](#)

Changing Roller Replacement Alert Settings  
Setting Up Epson Connect Services

Parent topic: [Product Basics](#)

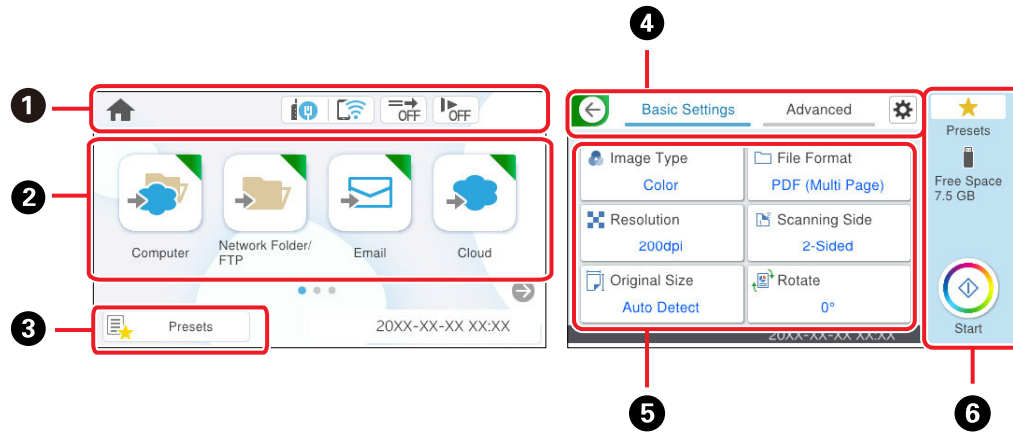
## Control Panel Buttons and Lights



- 1 power button and light; turns the product on and off
- 2 home button; returns to the home screen (if you are on the home screen, the home icon displays in the top left corner of the screen)
- 3 switch ISV integration button; toggles between integrations with third-party software platforms when two solutions are configured and active on the device
- 4 LCD screen; tap the screen to select menus or make settings
- 5 logout button; logs authenticated users out of the scanner (only available when Lock Setting, Access Control, or an authentication system is enabled)
- 6 stop button; stops the current operation
- 7 back button; returns to the previous screen

Parent topic: [Using the Control Panel](#)

## LCD Screen






















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

Parent topic: [Using the Control Panel](#)

## Status Icon Information

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

Icons	Description
	Indicates that you are on the home screen.

Icons	Description
	<p>Displays the network connection status; select the icon to set up or change your network connection.</p> <ul style="list-style-type: none"> <li> The product is not connected to a wired (Ethernet) network.</li> <li> The product is connected to a wired (Ethernet) network.</li> <li> The product is not connected to a wireless network.</li> <li> The product is searching for a network name (SSID) or experiencing a wireless network connection issue.</li> <li> The product is connected to a wireless network; the number of bars indicates the connection's signal strength.</li> <li> Wi-Fi Direct (Simple AP) is not enabled.</li> <li> Wi-Fi Direct (Simple AP) is enabled.</li> </ul>
	<p>The <b>DFDS Function</b> (Double Feed Detection Skip Function) is enabled or disabled. Select the icon to change the setting. When enabled, the  icon is displayed.</p> <p>This function skips double feed detection once and continues scanning. Enable the DFDS Function to scan originals (such as plastic cards or envelopes) that are detected as double feeds.</p>
	<p>The <b>Slow</b> function is enabled or disabled. Select the icon to change the setting. When enabled, the  icon is displayed.</p> <p>This function slows down the scanning speed. Enable this function to scan originals (such as thin paper) that are likely to jam.</p>
	<p>Indicates that the user restriction feature is enabled. Select this icon to log in to the scanner. You need to select a user name and enter a password. Contact your administrator for login information. When a user with access permission is logged in, the  icon is displayed. Select the icon to logout.</p>
	<p>Displays the previous screen.</p>
	<p>Indicates that the settings have been changed from the user default or the factory default.</p>
	<p>Displays additional information or instructions; select the icon to display the information.</p>
	<p>There is a problem with the indicated setting; select the icon for information on resolving the problem.</p>




**Parent topic:** [Using the Control Panel](#)

**Related tasks**

[Setting a Password and Locking the Control Panel](#)

## Navigating the LCD Screen

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

-  Tap or press the screen to select an item or icon
-  Flick the screen to scroll swiftly
-  Slide your finger across the screen to move items

To change a setting, tap anywhere on the setting.

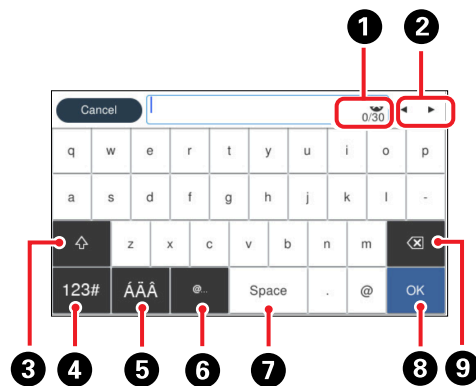
To enter a value in a field, tap the field to display the on-screen keyboard.

**Parent topic:** [Using the Control Panel](#)

## Entering Characters on the LCD Screen

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

### On-screen keyboard



- 1 Displays the character count
- 2 Moves the cursor left or right
- 3 Switches between uppercase and lowercase letters
- 4 Switches the character type  
To enter numbers or symbols, select **123#**  
To enter letters, select **ABC**
- 5 Enters special characters such as letters with umlauts and accents
- 6 Displays a list of common domain names to choose from
- 7 Enters a space
- 8 Select when you are finished
- 9 Deletes the previous character

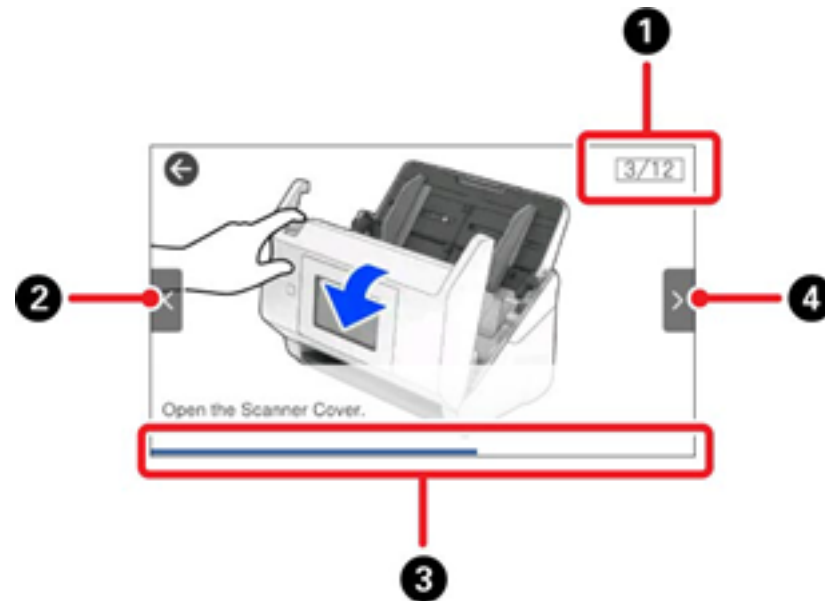
**Parent topic:** [Using the Control Panel](#)

## Viewing Animations

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

1. Select **Help** on the control panel to display the help screen.
2. Select **How To** to view instructions on common procedures.
3. Select a topic from the list of available topics and follow the on-screen instructions.

While viewing the topics, you may see screens like this:



- 1 Displays the current step number and the total number of steps
- 2 Select the left arrow to view the previous step
- 3 Indicates your overall progress through the animation
- 4 Select the right arrow to view the next step

**Parent topic:** [Using the Control Panel](#)

## Customizing the Control Panel Display

You can register up to 48 frequently used scanning settings as Presets and add the icon of the registered preset to the home screen. See these sections to learn about how to customize the control panel display.

[Registering Presets](#)

[Presets Menu Options](#)

[Customizing the Home Screen](#)



**Parent topic:** [Using the Control Panel](#)

**Registering Presets**


You can register up to 48 frequently used scanning settings as presets. You can register the current scan settings by selecting the ★ presets icon on the start scanning screen.

**Note:**

- This setting can be locked by an administrator. (If **Lock Setting** is enabled on the control panel, only the administrator can register Presets.) If you cannot access or change this setting, contact your administrator for assistance.
- To register presets using Web Config, select **Presets** on the Scan tab and follow the instructions on the screen.

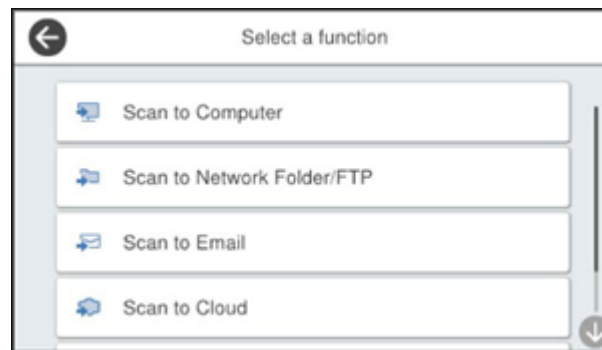
1. Press the 🏠 home button, if necessary.
2. Select **Presets** on the home screen.




3. Select a  icon.



4. Select the scanning option you want to register as a preset.



**Note:** For some scanning options (such as email contacts or network folders), it is best to configure the destination information before registering the preset. You can still configure the destination information while registering the preset, but if it is configured beforehand, you can simply make your selections from the existing list.

5. Tap the  Register icon to register the preset.

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

6. Enter the following settings:
  - **Name:** Enter a name for the preset.
  - **Set Icon:** Select an icon and background color for the preset.
  - **Quick Send Setting:** Select **On** to start scanning immediately when the preset is selected.
  - **Contents:** Change scan settings as necessary.
7. Select **OK** to save the preset settings.

**Parent topic:** [Customizing the Control Panel Display](#)

### **Presets Menu Options**

Select the arrow next to each preset to change its settings.

#### **Change Name**

Changes the preset name.

#### **Change Icon**

Changes the icon image and color of the preset.

#### **Quick Send Setting**

Immediately starts scanning without confirmation when the preset is selected.

#### **Change Position**

Changes the display order of the presets.

#### **Delete**

Deletes the preset.

#### **Add or Remove Icon on Home**

Adds or deletes the preset icon from the home screen.

#### **Confirm Details**

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

**Parent topic:** [Customizing the Control Panel Display](#)

### **Customizing the Home Screen**

You can use the **Edit Home** option to customize the layout and appearance of the home screen and add icons to the presets.

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

1. Press the  home button, if necessary.

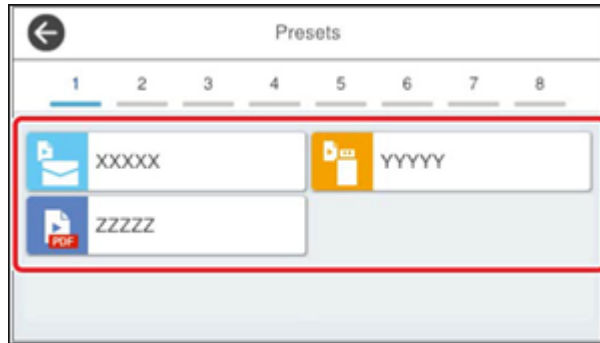
2. Select **Settings** > **Edit Home**.
3. Choose from the following:
  - Select **Layout** to change the layout of the home screen.  
Select **Line** to display the icons in a horizontal line across the home screen.



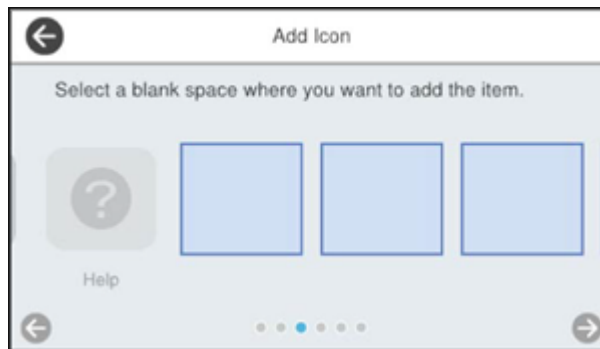
Select **Matrix** to display the icons in a matrix on the home screen.



- Select **Add Icon** and choose **Function** to display icons for the default scanner functions, or **Presets** to display icons for the registered presets on the home screen.

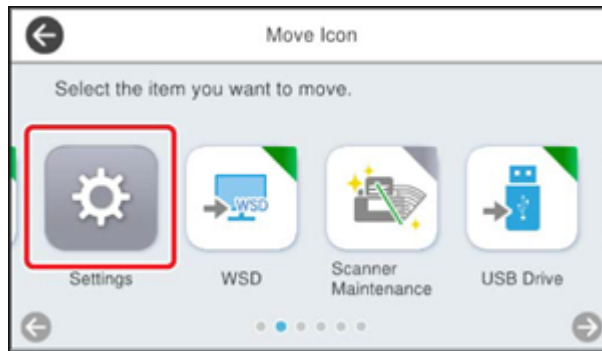
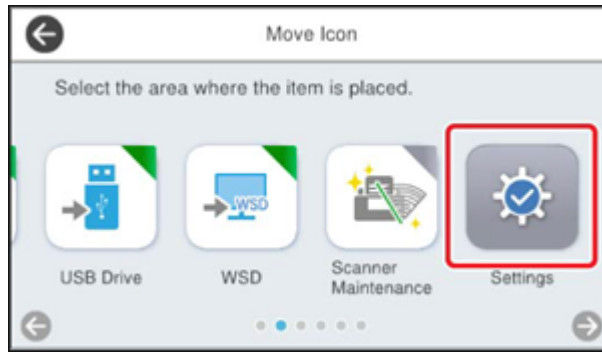



Select the blank space where you want to add the icon. If you want to add multiple icons, repeat these steps.



- Select **Remove Icon** and select the preset you want to remove from the home screen. Select **Yes** to confirm.

- Select **Move Icon** to reorder presets on the home screen. Select the icon you want to move, and then select the icon that is occupying the space you want to move the new icon to. The icons switch positions.




4. When you are finished customizing the home screen, press the  home button to return to the home screen and view your changes.

**Parent topic:** [Customizing the Control Panel Display](#)

## Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.


1. Press the  home button, if necessary.
2. Select **Settings > Basic Settings**.

3. Select **LCD Brightness**.
4. Select the – or + icon to decrease or increase the brightness.
5. Select **OK** to exit.

**Parent topic:** [Using the Control Panel](#)

## Adjusting Control Panel Sounds


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

1. Press the  home button, if necessary.
2. Select **Settings > Basic Settings**.
3. Select **Sounds**.
4. Do one of the following:
  - To mute all control panel sounds, select **Button Press** and tap the icon to decrease the level until it is off.
  - To adjust the sound level for scanner errors, select **Error Tone** and tap the icons to select the desired level.
5. Select **OK** to exit.

**Parent topic:** [Using the Control Panel](#)

## Changing LCD Screen Language

You can change the language used on the LCD screen.

1. Press the  home button, if necessary.
2. Select **Settings > Basic Settings**.
3. Scroll down and select **Language**.
4. Select a language.

**Parent topic:** [Using the Control Panel](#)

## Selecting the Date and Time

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

1. Press the  home button, if necessary.

2. Select **Settings > Basic Settings**.
3. Select **Date/Time Settings**.
4. Select **Daylight Saving Time**.
5. Select the setting that applies to your area.
  - **Off**: it is winter or your region does not use Daylight Saving Time (DST)
  - **Summer**: it is spring or summer and your region uses Daylight Saving Time (DST)


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

6. Select **Date/Time**.
7. Select the date format you want to use.
8. Use the numeric keypad to enter the current date, then select **OK**.
9. Select the time format you want to use.
10. Use the numeric keypad to enter the current time, then select **OK**.
11. Select **Time Difference**.
12. Use the **+** and **-** buttons to enter the time difference between your time zone and UTC (Coordinated Universal Time), then select **OK**.

**Parent topic:** [Using the Control Panel](#)

## Changing the Keyboard Layout

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

1. Press the  home button, if necessary.
2. Select **Settings > Basic Settings**.
3. Select **Keyboard**.
4. Select the layout you want to use.


**Parent topic:** [Using the Control Panel](#)



## Adjusting the Operation Time Out Setting

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


**Note:** If you are logged in to the control panel as an administrator when the non-operation timer is set, you are logged out when the screen returns to the home screen.

1. Press the  home button, if necessary.
2. Select **Settings** > **Basic Settings**.
3. Scroll down and select **Operation Time Out**.
4. Tap the setting to toggle it **On** or **Off** (**On** is the default).
5. If you want to increase or decrease the number of minutes, tap the **+** and **-** icons to set the desired number.
6. Select **OK** to exit.

**Parent topic:** [Using the Control Panel](#)

## Preventing PC Connection via USB

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


1. Press the  home button, if necessary.
2. Select **Settings** > **Basic Settings**.
3. Scroll down and select **PC Connection via USB**.
4. Select **Disable**.
5. Select **Yes** to restart the product.

**Parent topic:** [Using the Control Panel](#)

## Setting Direct Power On

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

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


1. Press the  home button, if necessary.
2. Select **Settings** > **Basic Settings**.
3. Scroll down and select **Direct power on**.
4. Select **On**.

**Parent topic:** [Using the Control Panel](#)

## Changing Regular Cleaning Alert Settings

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

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


1. Press the  home button, if necessary.
2. Select **Settings** > **Regular Cleaning Alert Settings**.
3. Do the following:
  - Set the **Warning Alert Setting** to **On** to receive a notification when it is time to clean inside the scanner.
  - On the **Count Alert Setting** screen, use the **+** and **-** icons to change the number of scans (1,000 to 255,000) before the notification appears.
4. Select **OK** to exit.

**Parent topic:** [Using the Control Panel](#)

## Changing Roller Replacement Alert Settings

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

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


1. Press the  home button, if necessary.
2. Select **Settings** > **Roller Replacement Alert Setting**.
3. Select **Count Alert Setting**.
4. Use the **+** and **-** icons to change the number of scans (1,000 to 200,000) before the notification appears.

5. Select **OK** to exit.

**Parent topic:** [Using the Control Panel](#)

## Setting Up Epson Connect Services

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

1. Press the  home button, if necessary.
2. Select **Settings**.
3. Select **Web Service Settings**.
4. Select **Epson Connect Services**.
5. Select **Register**.
6. Follow the instructions on the screen to activate your product's email address.

**Parent topic:** [Using the Control Panel](#)

## Using Power Saving Settings

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

[Changing the Sleep Timer Settings](#)


[Changing the Power Off Timer Settings](#)

**Parent topic:** [Product Basics](#)

## Changing the Sleep Timer Settings

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

**Note:** This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance. To change the sleep timer settings using Web Config, select **Power Saving > Sleep Timer** on the Device Management tab and follow the instructions on the screen.

1. Press the  home button, if necessary.
2. Select **Settings > Basic Settings**.
3. Select **Sleep Timer**.

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


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

5. Select **OK** to exit.

**Parent topic:** [Using Power Saving Settings](#)

## Changing the Power Off Timer Settings

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

1. Press the  home button, if necessary.
2. Select **Settings** > **Basic Settings**.
3. Select **Power Off Timer**.
4. Select a time period between **30minutes** and **12h** (12 hours).

**Parent topic:** [Using Power Saving Settings](#)

## Using the Epson Smart Panel Mobile App

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

1. Connect your product to your wireless network. See the link below.
2. Visit [epson.com/connect](http://epson.com/connect) (U.S.), [epson.ca/connect](http://epson.ca/connect) (Canada), or [latin.epson.com/connect](http://latin.epson.com/connect) (Latin America) to learn more about Epson Smart Panel and check the compatibility of your mobile device.
3. Download Epson Smart Panel from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network as your product.
5. Open Epson Smart Panel and select your Epson product, if necessary.

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

**Parent topic:** [Product Basics](#)

### Related concepts

[Connecting to an Existing Wi-Fi Network](#)

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## Wi-Fi or Wired Networking

See these sections to use your scanner on a Wi-Fi or wired network.

[Network Security Recommendations](#)

[Connecting to an Existing Wi-Fi Network](#)

[Wi-Fi Direct \(Simple AP\) Mode Setup](#)

[Wi-Fi Protected Setup \(WPS\)](#)

[Setting Up Network Scanning](#)

[Configuring Email Server Settings](#)

[Changing or Updating Network Connections](#)

## Network Security Recommendations

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

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

- **Enable security on your wireless LAN**

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

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

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

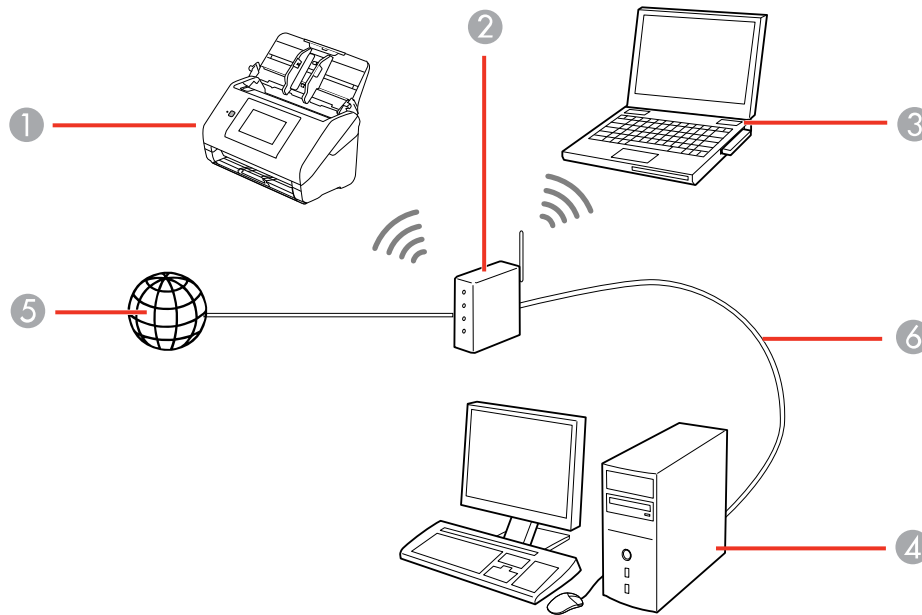
- **Change the default administrator password on your product**

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

**Parent topic:** [Wi-Fi or Wired Networking](#)

## Connecting to an Existing Wi-Fi Network

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



- 1 Epson product
- 2 Wireless router or access point
- 3 Computer with a wireless interface
- 4 Computer
- 5 Internet
- 6 Ethernet cable (used only for wired connection to the wireless router or access point)



[Selecting Wireless Network Settings from the Control Panel](#)

**Parent topic:** [Wi-Fi or Wired Networking](#)


## Selecting Wireless Network Settings from the Control Panel


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

To install your product on a wireless network, follow the instructions on the *Start Here* sheet and install the necessary software by downloading it from the Epson website. The installer program guides you through network setup.

1. Press the  home button, if necessary.
2. Select the  Wi-Fi icon.
3. Select **Router**.
4. Select **Start Setup** or **Change Settings**.
5. Select **Wi-Fi Setup Wizard**.
6. Select the name of your wireless network or select **Enter Manually** to enter the name manually. Use the displayed keypad to enter your network name.
7. Select the **Password** field and enter your wireless password using the on-screen keyboard.

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

8. Select **OK** when you finish entering your password.
9. Confirm the displayed network settings and select **Start Setup** to save them.
10. Press the  home button to return to the home screen.

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

**Note:** If you see an error message, you may have selected the wrong network name or entered the password incorrectly. Select **Re-enter** and enter the password again.

**Parent topic:** [Connecting to an Existing Wi-Fi Network](#)

### Related concepts

[Connecting to an Existing Wi-Fi Network](#)

### Related tasks

[Setting Up Network Scanning](#)

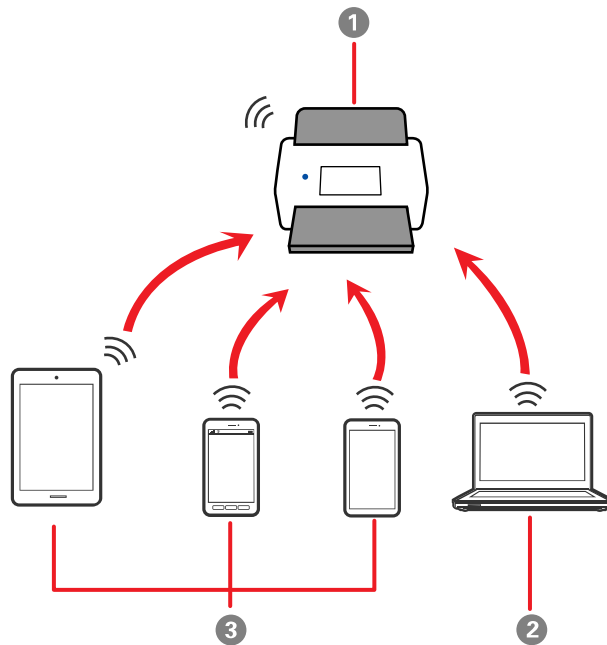
## Related topics

[Using the Control Panel](#)

# Wi-Fi Direct (Simple AP) Mode Setup

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

**Note:** Your product can be connected by Wi-Fi or Ethernet, and Wi-Fi Direct (Simple AP) simultaneously, however, if you start a Wi-Fi Direct (Simple AP) connection while connected to Wi-Fi, the Wi-Fi is temporarily disconnected.



- 1 Epson product
- 2 Computer with a wireless interface
- 3 Other wireless devices



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

[Connecting to a Mobile Device](#)

[Modifying the Wi-Fi Direct \(Simple AP\) Settings](#)

[Setting Up Wireless Scanning from a Smart Device Using Epson Smart Panel](#)

**Parent topic:** [Wi-Fi or Wired Networking](#)



**Related tasks**

[Selecting Wireless Network Settings from the Control Panel](#)

## Connecting to a Mobile Device

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



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

1. Press the  home button, if necessary.
2. Select the  Wi-Fi icon.
3. Select **Wi-Fi Direct**.
4. Select **Start Setup**.
5. Open the Epson Smart Panel app on your mobile device.
6. Select your product and follow the instructions displayed in the app to complete Wi-Fi Direct setup.
7. Select **Complete** on your product's control panel.

**Parent topic:** [Wi-Fi Direct \(Simple AP\) Mode Setup](#)

## Modifying the Wi-Fi Direct (Simple AP) Settings

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

1. Press the  home button, if necessary.
2. Select the  Wi-Fi icon.
3. Select **Wi-Fi Direct**.
4. Select **Start Setup**.



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

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

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

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

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

7. When entering your Wi-Fi Direct network name or password, do the following:
  - To move the cursor, press the left or right arrows.
  - To change the case of letters, press .
  - To delete the previous character, press .
  - To enter numbers and symbols, press **123#**.
  - To finish entering your network name or password, select **OK**.
8. Use your computer or wireless device to select the Wi-Fi network name (SSID) displayed on the LCD screen, then enter the password shown.

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

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

**Parent topic:** [Wi-Fi Direct \(Simple AP\) Mode Setup](#)

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

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

Make sure you have the following:

- A device that is connected to a wireless network
- The Epson Smart Panel app installed on the device
- The wireless network name (SSID) and password

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

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

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

3. Do one of the following:

- If the app automatically recognizes the product, follow the on-screen instructions to set up the wireless connection.
- If the app does not automatically recognize the product, select the **+** icon and continue with the next step.

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

5. Select your product from the list.

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

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

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

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

The app starts configuring the product.

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

**Parent topic:** [Wi-Fi Direct \(Simple AP\) Mode Setup](#)

#### **Related tasks**

[Using the Epson Smart Panel Mobile App](#)

[Starting a Scan from a Smartphone or Tablet](#)

## Wi-Fi Protected Setup (WPS)

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

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



[Using WPS to Connect to a Network](#)

[Using WPS PIN Mode to Connect to a Network](#)

**Parent topic:** [Wi-Fi or Wired Networking](#)

## Using WPS to Connect to a Network


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

1. Press the  home button, if necessary.
2. Select the  Wi-Fi icon.
3. Select **Router**.
4. Select **Start Setup**.

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

5. Select **Push Button Setup(WPS)**.
6. Follow the instructions on the LCD screen to complete WPS setup.

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

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



**Parent topic:** [Wi-Fi Protected Setup \(WPS\)](#)

### Related tasks

[Setting Up Network Scanning](#)

## Using WPS PIN Mode to Connect to a Network


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

1. Press the  home button, if necessary.
2. Select the  Wi-Fi icon.
3. Select **Router**.
4. Select **Start Setup**.

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

5. Select **Others**.
6. Select **PIN Code Setup(WPS)**.
7. Follow the instructions on the LCD screen to complete WPS setup.

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

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



**Parent topic:** [Wi-Fi Protected Setup \(WPS\)](#)

## Setting Up Network Scanning

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

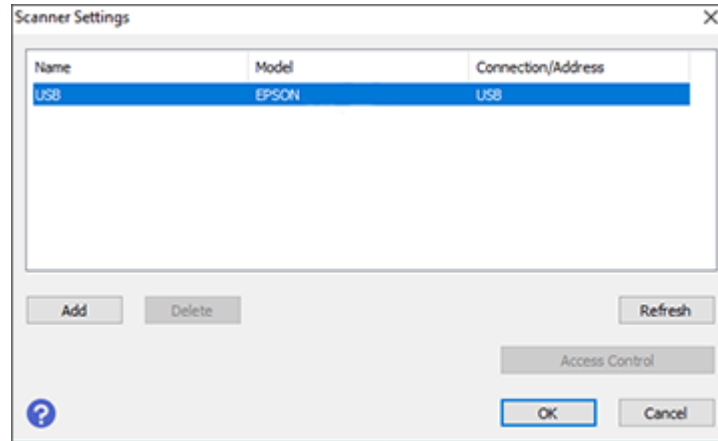
First, manually configure your product to connect to your network. Then follow the instructions here to set up your computer for network scanning using the Epson Scan 2 Utility. Your product must be turned on and connected to the network.

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

1. Do one of the following to start the Epson Scan 2 Utility:
  - **Windows 11:** Click , then search for **Epson Scan 2 Utility** and select it.
  - **Windows 10:** Click  > **EPSON** > **Epson Scan 2 Utility**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.

- **Windows 7:** Click  > **All Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
2. Select **Settings** from the Scanner drop-down list.

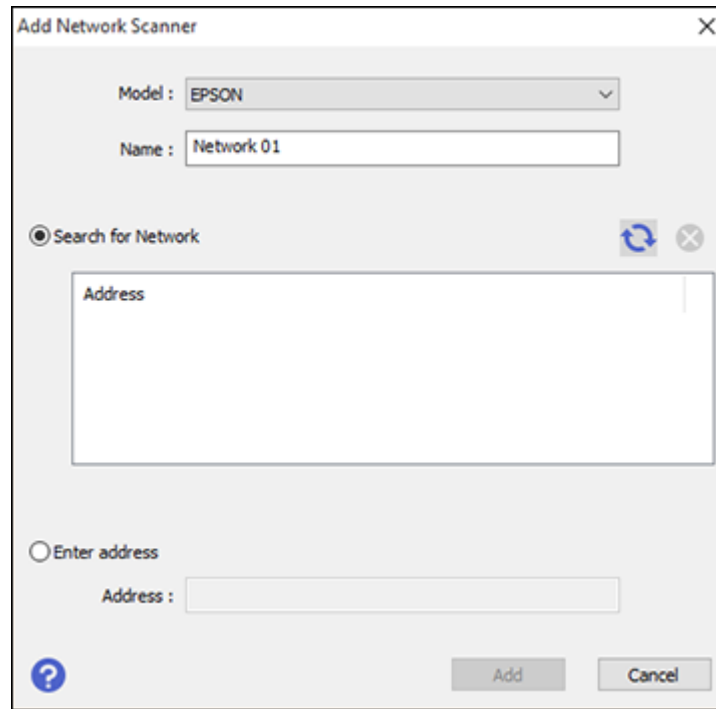
You see a screen like this:



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

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

You see a screen like this:



4. Do one of the following:
  - Under **Search for Network**, select the IP address of your Epson product and click **Add**.
  - Select the **Enter address** setting, type in the IP address or host name of your Epson product, and click **Add**.
5. Click **OK** to check the connection.  
You see a confirmation message.
6. Click **OK** to save your settings and close the Epson Scan 2 Utility.

[Determining the Product's IP Address](#)




**Parent topic:** [Wi-Fi or Wired Networking](#)

#### **Related tasks**

[Selecting Wireless Network Settings from the Control Panel](#)

## Determining the Product's IP Address

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

1. Do one of the following to start EpsonNet Config:
  - **Windows 11:** Click , then search for **EpsonNet Config** and select it.
  - **Windows 10:** Click  > **EpsonNet** > **EpsonNet Config**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **EpsonNet Config**.
  - **Windows 7:** Click , and select **All Programs**. Select **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.
  - **Mac:** Open the **Applications** folder and select **Epson Software** > **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.
2. Locate your product in the list and write down the IP address.


Parent topic: [Setting Up Network Scanning](#)

## Configuring Email Server Settings

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

**Note:** Before configuring the email server, make sure the product is connected to the network. If you are using an Internet-based email server, check the setting information from the provider or website.

**Note:** These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

1. Press the  home button, if necessary.
2. Select **Settings**.
3. Select **Network Settings** > **Advanced** > **Email Server** > **Server Settings**.
4. Select an authentication method, then select the settings you want to use. Contact your Internet service provider if necessary to confirm the authentication method for the email server.
5. Select **Proceed** to save your settings.
6. Select **Close** to exit.



## Email Server Settings

Parent topic: [Wi-Fi or Wired Networking](#)

### Related tasks

[Scanning to an Email](#)

[Registering an Email Server](#)

## Email Server Settings

Setting name	Available options	Description
<b>Authentication Method</b>	<b>Off</b> <b>SMTP-AUTH</b> <b>POP before SMTP</b>	Specify the authentication method for the product to access the mail server. <b>SMTP-AUTH</b> : authenticates on the SMTP server (outgoing mail server) when sending the email. The mail server needs to support SMTP authentication. <b>POP before SMTP</b> authenticates on the POP3 server (receiving mail server) before sending the email. When you select this option, set the POP3 server.
<b>Authenticated Account</b>	—	Enter a user name or email address for the mail server. If you select <b>SMTP-AUTH</b> or <b>POP before SMTP</b> as the authentication method, enter the authenticated account name.
<b>Authenticated Password</b>	—	Enter a password for the authenticated account. If you select <b>SMTP-AUTH</b> or <b>POP before SMTP</b> as the authentication method, enter the authenticated password.
<b>Sender's Address</b>	—	Enter the email address to be displayed to the sender. You can use an existing email address, however, we recommend that you set up a dedicated email address so that it can be distinguished from emails sent from the product.
<b>SMTP Server Address</b>	—	Enter the address of the SMTP server
<b>SMTP Server Port Number</b>	—	Enter the port number of the SMTP server. The default port is 25.

Setting name	Available options	Description
<b>Secure Connection</b>	<b>None</b> <b>SSL/TLS</b> <b>STARTTLS</b>	Specify the secure connection method for the email server.  If you select <b>POP before SMTP</b> as the authentication method, set the connection method to <b>None</b> .
<b>Certificate Validation</b> (Web Config only)	<b>Enable</b> <b>Disable</b>	Determines whether the CA Certificate is validated. You must import a CA certificate to use this setting. We recommend setting this to <b>Enable</b> when the Secure Connection setting is set to anything other than <b>None</b> .
<b>POP3 Server Address</b>	—	Lets you enter the address of the POP3 server using IPv4 or FQDN format.
<b>POP3 Server Port Number</b>	—	Lets you enter the port number of the POP3 server. The default port is 25.

Parent topic: [Configuring Email Server Settings](#)

## Changing or Updating Network Connections

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

[Changing a USB Connection to a Wi-Fi Connection](#)

[Changing a Wi-Fi Connection to a Wired Network Connection](#)

[Connecting to a New Wi-Fi Router](#)

[Disabling Wi-Fi Features](#)

[Disabling Wi-Fi Direct Features](#)

Parent topic: [Wi-Fi or Wired Networking](#)

### Changing a USB Connection to a Wi-Fi Connection

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

1. Disconnect the USB cable from your product.
2. Uninstall your product software.
3. Download and install your product software from the Epson website.
4. Follow the instructions in the installer to setup a Wi-Fi connection.



**Parent topic:** [Changing or Updating Network Connections](#)

**Related tasks**

[Disabling Wi-Fi Features](#)

## Changing a Wi-Fi Connection to a Wired Network Connection

If you have already connected your product to your computer wirelessly, you can change to a wired network connection if necessary.

1. Press the  home button, if necessary.
2. Select **Settings > Network Settings > Wired LAN Setup > Start Setup**.  
The Wi-Fi connection is disabled and a confirmation message appears. Select **OK** and then press the  home button to exit.
3. Connect one end of an Ethernet network cable to the product's **LAN** port.
4. Connect the other end to any available LAN port on your router or access point.

**Parent topic:** [Changing or Updating Network Connections](#)

## Connecting to a New Wi-Fi Router

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

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

1. Do one of the following:
  - **Windows:** Uninstall your product software.
  - **Mac:** Go to the next step.
2. Download and install your product software from the Epson website.



**Parent topic:** [Changing or Updating Network Connections](#)

**Related tasks**

[Uninstalling Product Software - Windows](#)

## Disabling Wi-Fi Features

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

1. Press the  home button, if necessary.
2. Select the  Wi-Fi icon.
3. Select **Router**.
4. Select **Change Settings**.
5. Select **Others**.
6. Select **Disable Wi-Fi**.
7. Select **Start Setup** to disable Wi-Fi.

**Parent topic:** [Changing or Updating Network Connections](#)

### Related tasks



[Accessing the Web Config Utility](#)

[Preventing PC Connection via USB](#)

## Disabling Wi-Fi Direct Features

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

**Note:** When Wi-Fi Direct is disabled, all computers and devices connected to the product via Wi-Fi Direct will be disconnected.

1. Press the  home button, if necessary.
2. Select the  Wi-Fi icon.
3. Select **Wi-Fi Direct > Start Setup > Change > Disable Wi-Fi Direct**.
4. Select **Disable the settings**.

**Parent topic:** [Changing or Updating Network Connections](#)

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# Loading Originals

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

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

[Loading Originals in the Input Tray](#)

[Loading Plastic and Laminated Cards in the Input Tray](#)

[Loading Special Originals](#)

## Loading Originals in the Input Tray

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

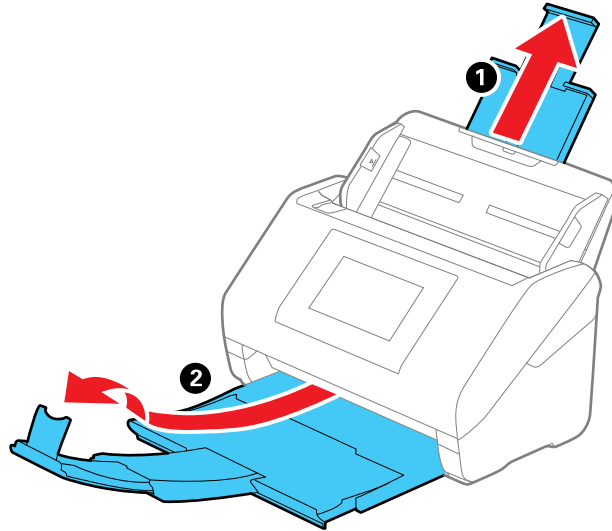
**CAUTION:** Do not load photos (without a carrier sheet), or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet.

**Note:** Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner to achieve the best color reproduction of photos.

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

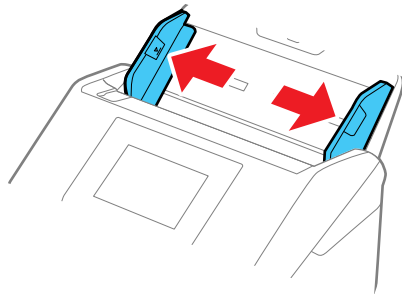
1. Pull up the input tray extension.

2. Pull out the output tray and its extension, and open the stopper.



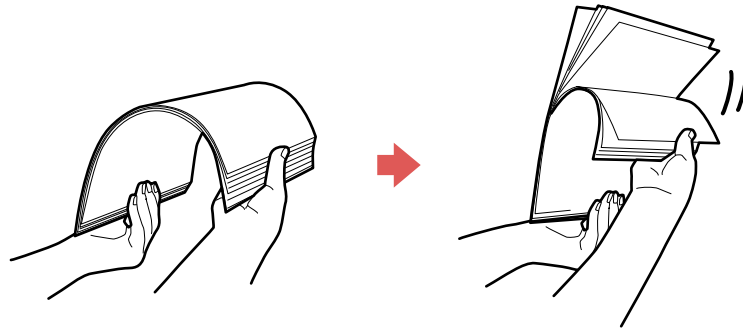
**Note:** Make sure you pull out and extend the output tray extensions so that they are a little bit longer than the length of the original, and raise the stopper so that the ejected originals are stacked comfortably on the output tray.

3. Slide the input tray edge guides all the way out.

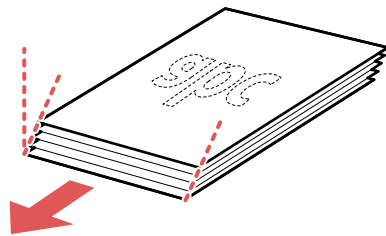


4. If you are loading a multi-page original, fan your stack of originals.

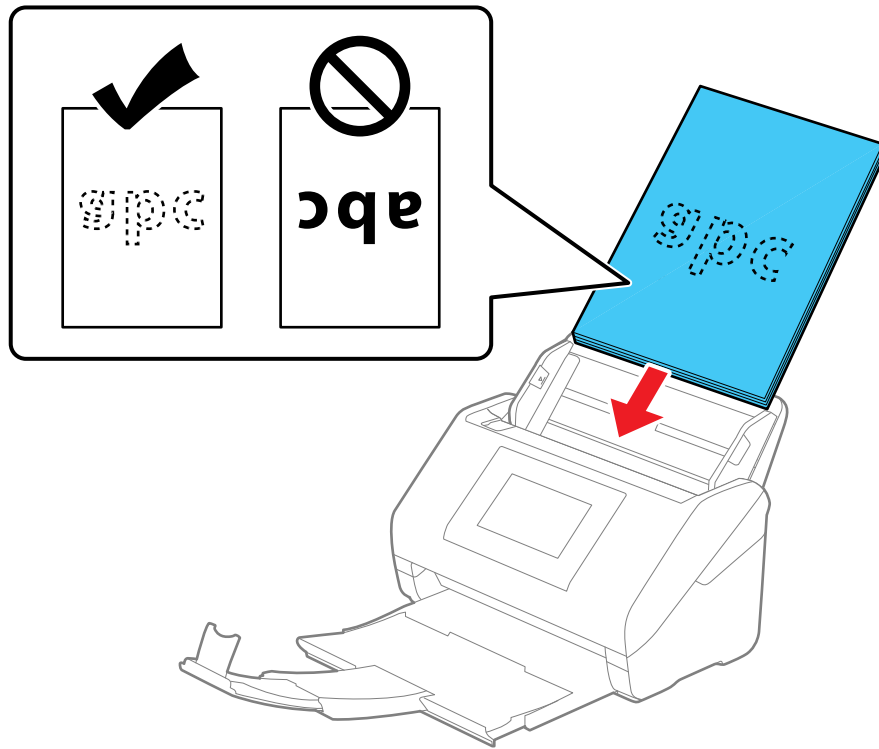
**Note:** If you are loading an original that is 15.5 inches (393.7 mm) or longer, load only one sheet at a time.



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

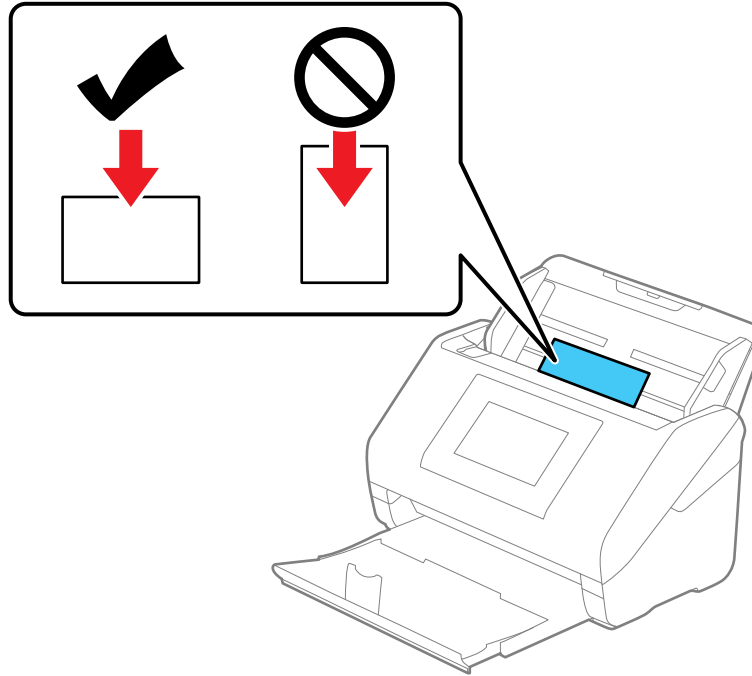


6. Do one of the following to load originals:
  - Load standard originals into the input tray printed side down and top edge first, and guide them in until they meet resistance.

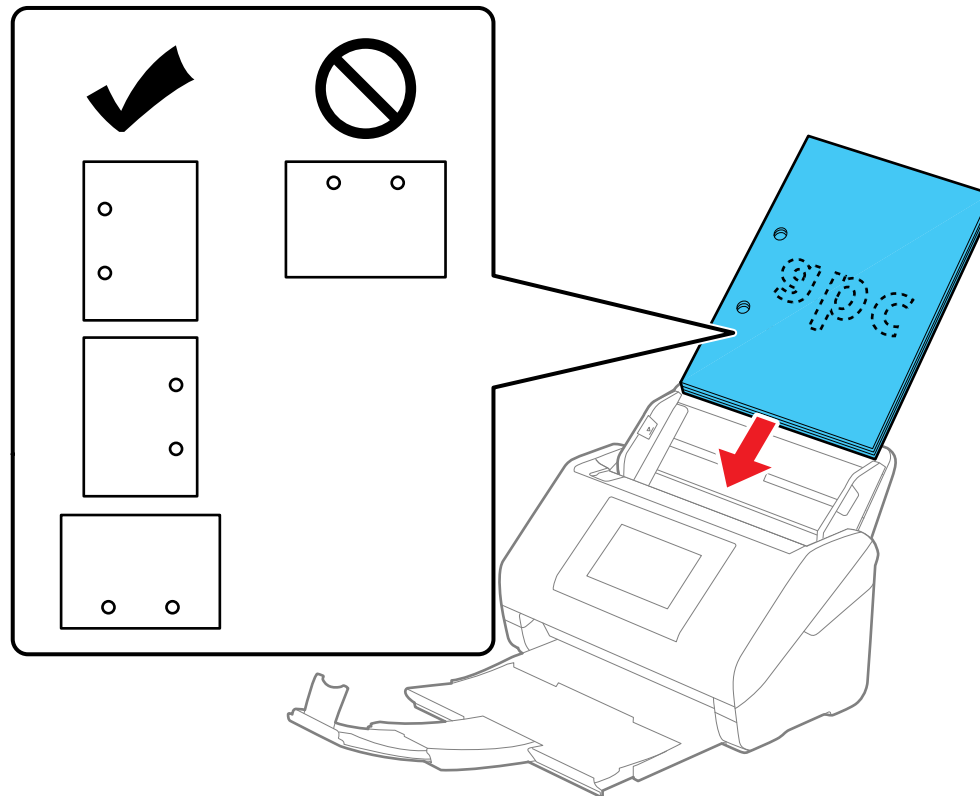




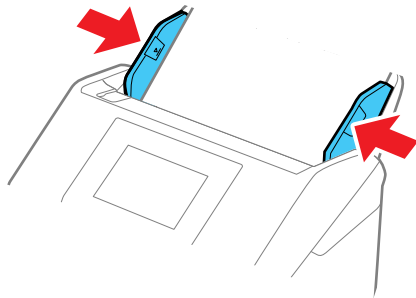
- If you are loading paper business cards, load up to 30 cards (printed side down and long edge first) into the input tray horizontally, and slide them in until they meet resistance.



- If you are loading hole-punched originals, load them with the holes facing down or to the side as shown. The holes must be within 1.2 inches (30 mm) of the edge of the originals.



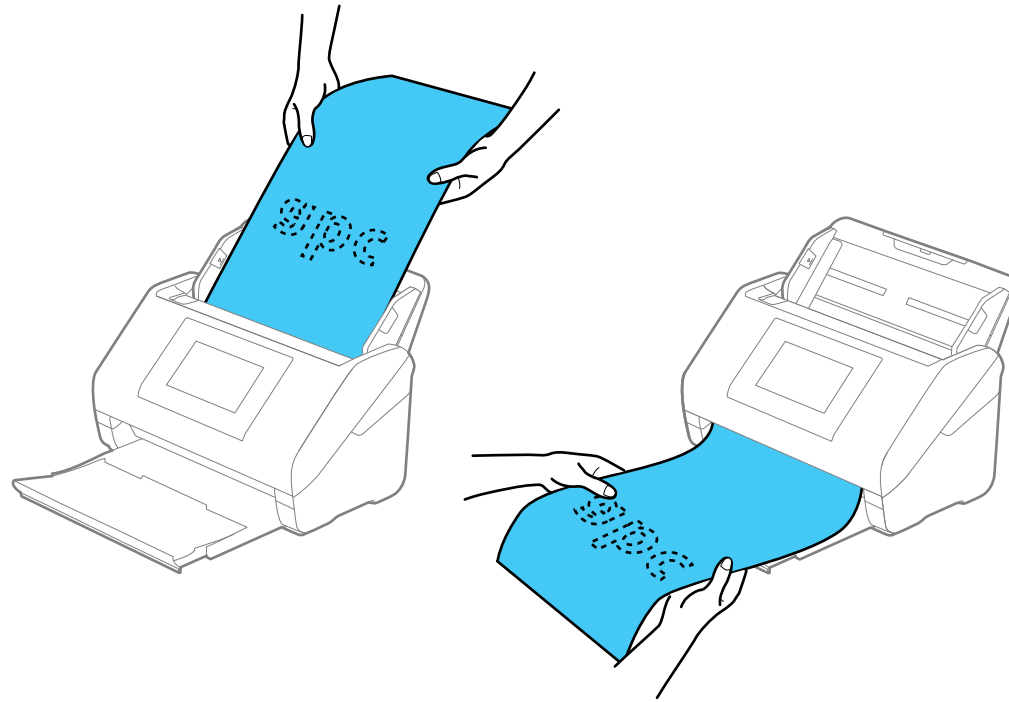
7. Slide the edge guides against the edges of the original.



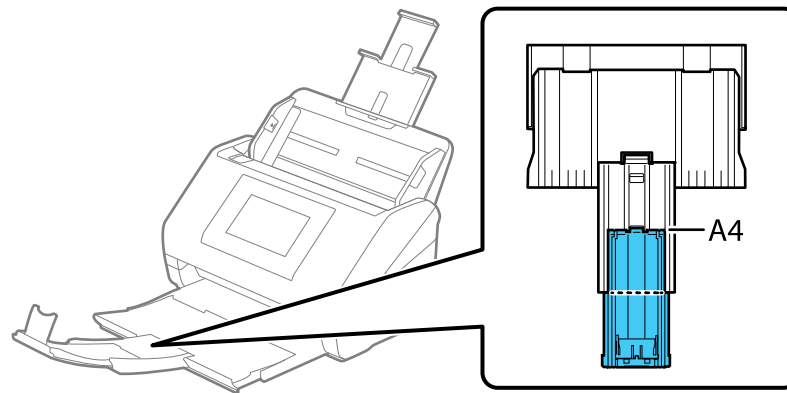
**Note:** If you are scanning originals that are 15.5 inches (393.7 mm) or longer, support the original as it enters into and ejects from the product as shown and use the following resolutions:

- 15.5 to 53 inches (393.7 to 1346.2 mm): 600 dpi or less
- 53 to 215 inches (1346.2 to 5461 mm): 300 dpi or less

- 215 to 240 inches (5461 to 6096 mm): 200 dpi or less



8. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.



**Note:** If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the product. If the scanned images are affected by the originals ejecting below the product, try placing the product on the edge of a table where the ejected originals can drop freely.

If scanning thin or wrinkled paper causes frequent paper jams or double feeds, slow down the feeding speed by selecting **Settings > Scanner Settings > Slow > On** on the LCD screen.

If your scanned original contains staples, a paper feed error is detected and the Paper Protection feature stops the scanning process automatically to reduce damage to the original. Remove the original from the product, remove the staples, and try scanning again. If a paper jam still occurs, change the Paper Protection detection level by selecting **Settings > Scanner Settings > Paper Protection** on the LCD screen and selecting the desired level.

**Note:** The Paper Protection feature does not prevent all documents from being damaged. Paper feed errors may not be detected depending on the paper feeding conditions.

[Loading Large Originals](#)

[Loading Long Paper](#)

[Loading Multiple Sizes of Originals in the Input Tray](#)

[Original Document Specifications](#)

**Parent topic:** [Loading Originals](#)

**Related references**

[Optional Accessories and Replacement Parts](#)

[Original Document Specifications](#)

[Plastic and Laminated Card Specifications](#)

[Special Original Specifications](#)

**Related topics**

[Scanning](#)

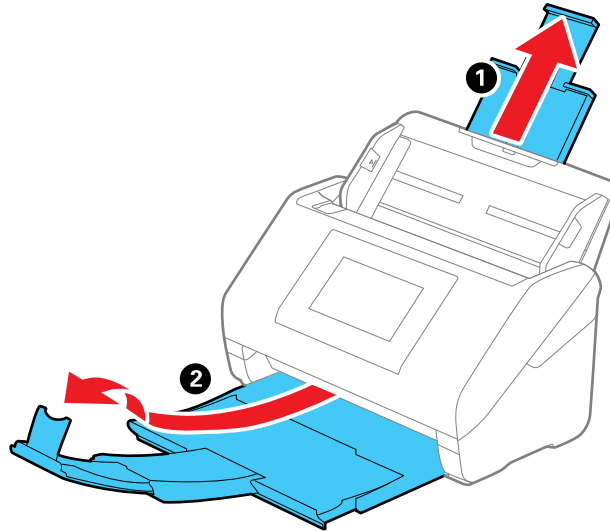
## Loading Large Originals

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

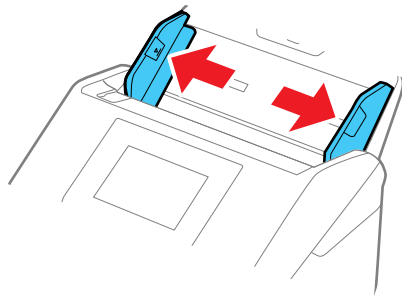
**Note:** Originals larger than A3 (11.7 × 16.5 inches [297 × 420 mm]) must be folded in half. You can scan both sides of the original and stitch the images together using Document Capture Pro or Epson Scan 2.

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

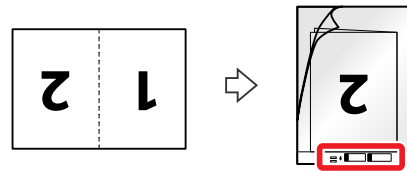
1. Pull up the input tray extension.
2. Pull out the output tray and its extension, and open the stopper.



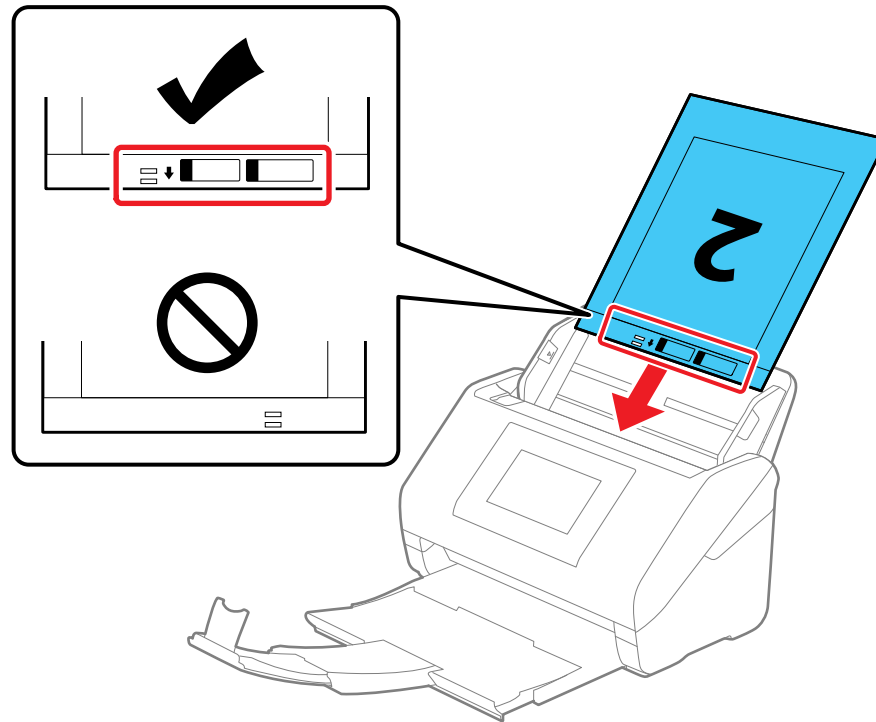
3. Slide the input tray edge guides all the way out.



4. Fold the original in half so that the side to be scanned is facing out, then place your original in an optional carrier sheet as shown.

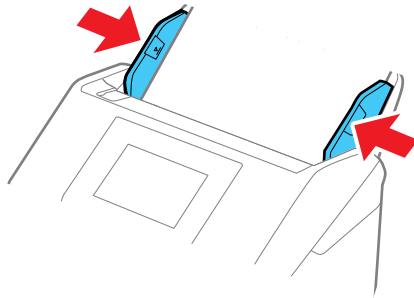


5. Load the carrier sheet in the input tray with page 2 facing up as shown, then guide it in until it meets resistance.





- Adjust the edge guides to fit the edges of the carrier sheet so that there are no gaps. Otherwise, the original may skew.



- Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2.

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

When scanning with a carrier sheet, select **Auto Detect** as the **Document Size** setting in Epson Scan 2 and **Paper Skew** as the **Correct Document Skew** setting.

The leading edge of the original must be placed at the binding edge of the carrier sheet when scanning an original approximately 11.7 inches (297 mm) long. Otherwise, the length of the scanned image may be longer than intended as the scanner scans to the end of the carrier sheet when you select **Auto Detect** as the Document Size setting in the Epson Scan 2 window.

Only use a carrier sheet designed for your product. The carrier sheet is automatically recognized by the product by detecting two small rectangular holes on the leading edge. Keep the holes in the carrier sheet clean and uncovered. Do not use a carrier sheet that is scratched or has been scanned more than 3,000 times.

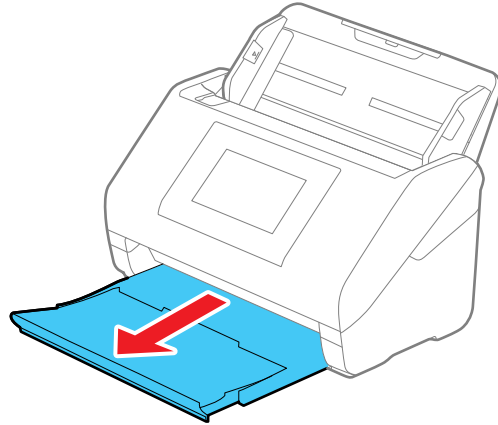
**Parent topic:** [Loading Originals in the Input Tray](#)

## Loading Long Paper

You can load long paper up to 240 inches (6096 mm) long in the input tray. Make sure the original meets the specifications before loading it.

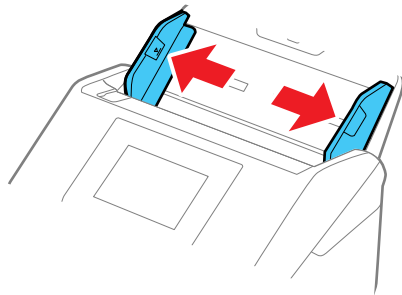
**Note:** The scanning speed is slower when scanning long paper. You cannot scan long paper using Epson Smart Panel.

1. Open the output tray.

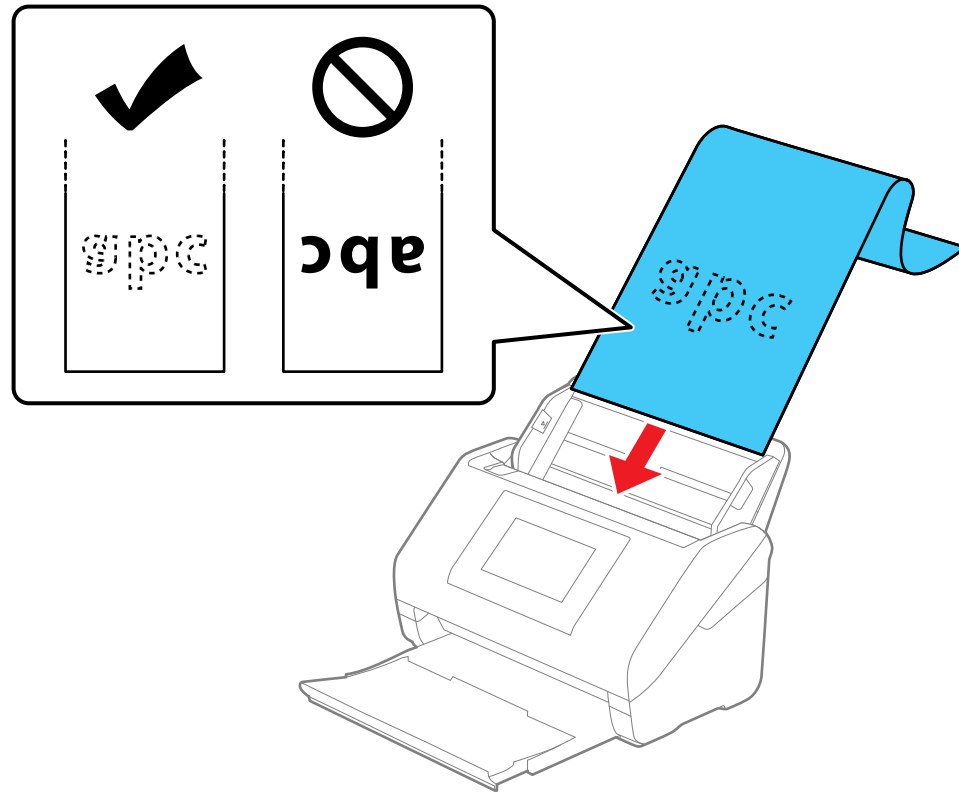


**Note:** Do not pull out the input or output tray extensions and do not open the stopper.

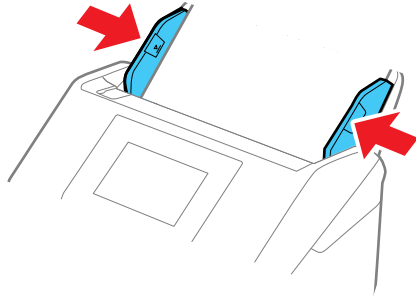
2. Slide the edge guides all the way out.



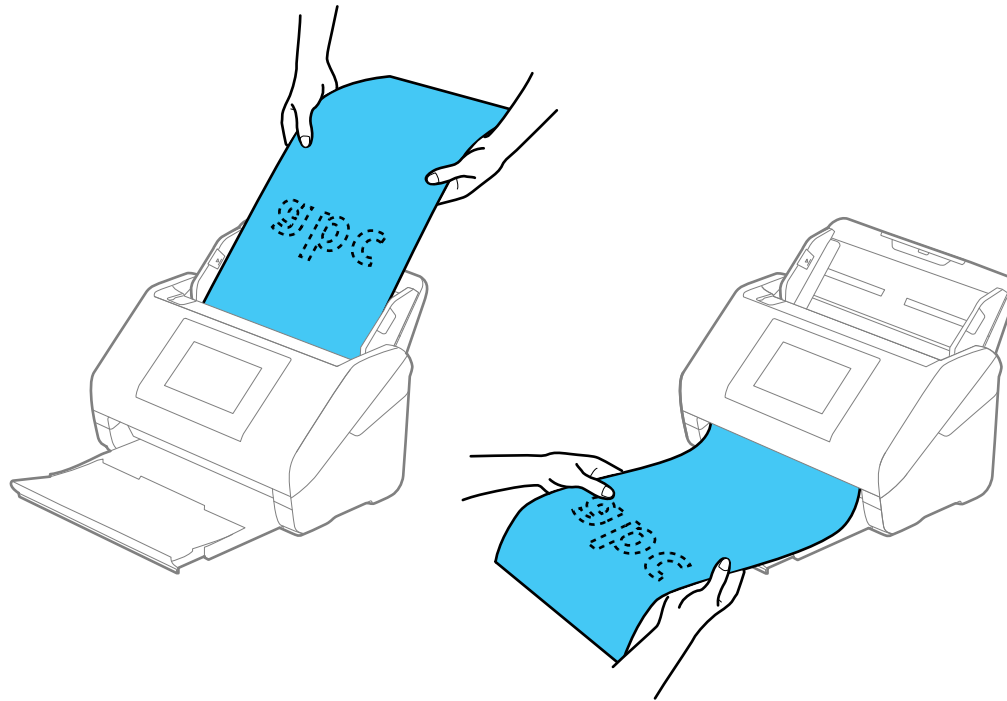
3. Load the original into the input tray printed side down and top edge first, and guide it in until it meets resistance.



4. Adjust the edge guides to fit the edges of the original so that there are no gaps. Otherwise, the original may skew.



When loading long paper, support it at the input side so that it does not drop out of the ADF, and the output side so that the ejected paper does not get jammed.



5. Specify the paper size in the Epson Scan 2 window using these guidelines:
  - If the paper length is 120 inches (3048 mm) or less, you can select **Auto Detect (Long Paper)** to detect the size automatically.
  - If the paper length is more than 120 inches (3048 mm), you need to select **Customize** and enter the size of the paper.
  - If the paper length is 215 inches (5461 mm) or less, you can use **Detect paper length** instead of entering the paper height. If the paper is longer than 215 inches (5461 mm), you need to enter the width and height of the paper.

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

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

## Loading Multiple Sizes of Originals in the Input Tray

You can load originals of different sizes (from 2.0 × 2.0 in. (50.8 × 50.8 mm) to Letter- or A4-size), paper types, and thicknesses at one time in the input tray. Just make sure they meet the original document specifications.

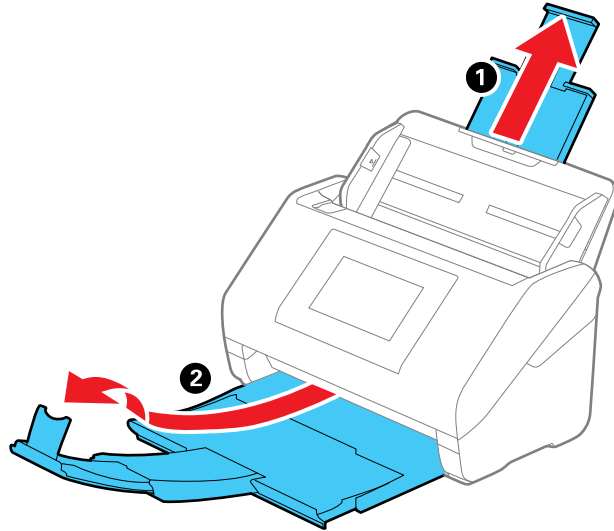
You can improve the alignment of ejected originals by using the optional (DS-800WN) or supplied (DS-900WN) paper alignment plate.

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

**Note:** Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner to achieve the best color reproduction of photos.

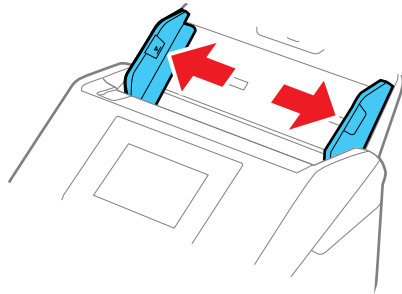
1. Pull up the input tray extension.

2. Pull out the output tray and its extension, and open the stopper.

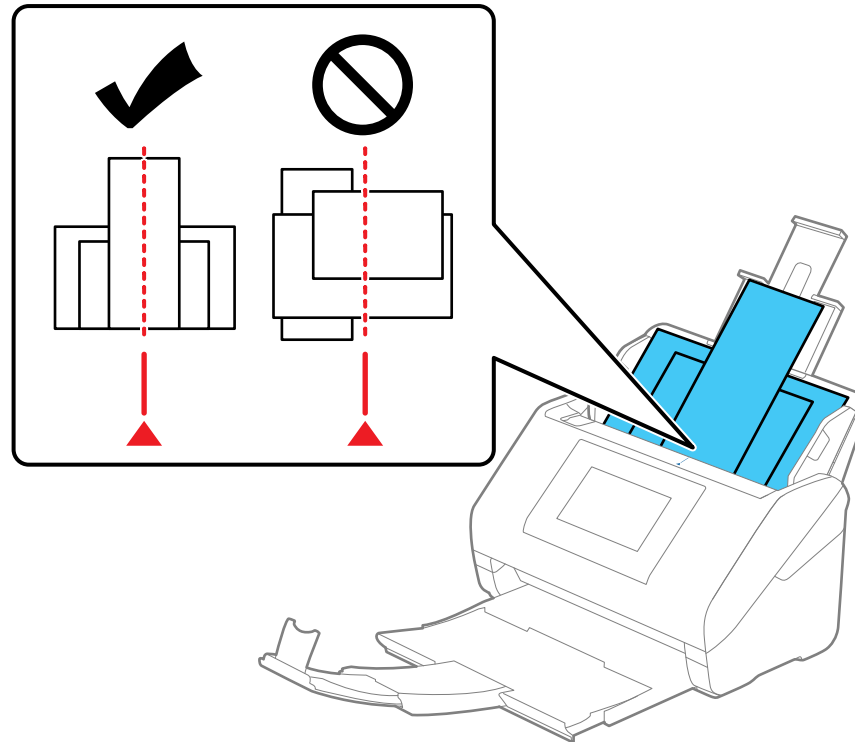


**Note:** If you are loading originals that are 15.5 inches (393.7 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

3. Slide the input tray edge guides all the way out.



4. Load the originals in the center of the input tray in descending order of paper size with the widest at the back and the narrowest at the front. Slide them in until they meet resistance. Make sure the printed sides are facedown and the top edges are slightly angled in the input tray.



5. Slide the edge guides against the edges of the widest original.
6. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

**Note:** If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the product. If the scanned images are affected by the originals ejecting below the product, try placing the product on the edge of a table where the ejected originals can drop freely.

If scanning thin or wrinkled paper causes frequent paper jams or double feeds, slow down the feeding speed by selecting **Settings > Scanner Settings > Slow > On** on the LCD screen.

If your scanned original contains staples, a paper feed error is detected and the Paper Protection feature stops the scanning process automatically to reduce damage to the original. Remove the original from the product, remove the staples, and try scanning again. If a paper jam still occurs, change the Paper Protection detection level by selecting **Settings > Scanner Settings > Paper Protection** on the LCD screen and selecting the desired level.

**Note:** The Paper Protection feature does not prevent all documents from being damaged. Paper feed errors may not be detected depending on the paper feeding conditions.

You can also scan originals of multiple sizes by loading them one by one using the **Automatic Feeding Mode** setting in Epson Scan 2.

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

**Related topics**

[Scanning](#)

## Original Document Specifications

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



Paper type	Paper size	Paper weight	Loading capacity <sup>1</sup>
Plain paper Fine paper Recycled paper	Letter (8.5 × 11 inches [216 × 279 mm])	7 to 110 lb (27 to 413 g/m <sup>2</sup> )	Thickness of the originals stack: under 0.47 in. (12 mm) 21 lb (80 g/m <sup>2</sup> ): 100 sheets 24 lb (90 g/m <sup>2</sup> ): 86 sheets 28 lb (104 g/m <sup>2</sup> ): 74 sheets 34 lb (127 g/m <sup>2</sup> ): 62 sheets 42 lb (157 g/m <sup>2</sup> ): 50 sheets
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	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])		
	A8 (2.1 × 2.9 inches [52 × 74 mm])	34 to 110 lb (127 to 413 g/m <sup>2</sup> )	56 lb (209 g/m <sup>2</sup> ): 38 sheets 68 lb (256 g/m <sup>2</sup> ): 30 sheets 110 lb (413 g/m <sup>2</sup> ): 18 sheets Loading capacity varies depending on the paper type.
	Width: 2.0 to 8.5 inches (50.8 to 215.9 mm) Height: 15.5 to 240 inches (393.7 to 6096 mm)*	13 to 35 lb (50 to 130 g/m <sup>2</sup> )	1 sheet

Paper type	Paper size	Paper weight	Loading capacity <sup>1</sup>
Plain paper Fine paper Recycled paper	Legal (8.5 × 14 inches [216 × 356 mm])	7 to 110 lb (27 to 413 g/m <sup>2</sup> )	Thickness of the originals stack: under 0.47 in. (12 mm) 21 lb (80 g/m <sup>2</sup> ): 80 sheets 24 lb (90 g/m <sup>2</sup> ): 69 sheets 28 lb (104 g/m <sup>2</sup> ): 59 sheets 34 lb (127 g/m <sup>2</sup> ): 50 sheets 42 lb (157 g/m <sup>2</sup> ): 40 sheets 56 lb (209 g/m <sup>2</sup> ): 30 sheets 68 lb (256 g/m <sup>2</sup> ): 24 sheets 110 lb (413 g/m <sup>2</sup> ): 14 sheets Loading capacity varies depending on the paper type.
Long paper	Maximum width: 8.5 in. (215.9 mm) Maximum length: 240 in. (6096 mm) <sup>2</sup>	13 to 35 lb (50 to 130 g/m <sup>2</sup> )	1 sheet
Business cards	2.1 × 3.4 inches (55 × 89 mm)	Up to 56 lb (210 g/m <sup>2</sup> )	Thickness of the originals stack: under 0.47 in. (12 mm) 30 cards loaded horizontally

<sup>1</sup> You can refill the originals up to the maximum capacity during scanning

<sup>2</sup> Using Epson Print Admin/Epson Print Admin Serverless

## Specifications for Long Paper

**Note:** The scanning speed is slower when scanning long paper. Epson Smart Panel does not support scanning for originals that are 15.5 inches (393.7 mm) or longer.

Scanning Option	Resolution	Maximum Length
Scanning from a computer	50 to 200 dpi	240 inches (6096 mm)
Scanning from the control panel using the <b>Computer</b> option	201 to 300 dpi	215 inches (5461 mm)
	301 to 600 dpi	53 inches (1346 mm)
Scanning from the control panel using the following options: <ul style="list-style-type: none"> <li>• <b>Network Folder/FTP</b></li> <li>• <b>Email</b></li> <li>• <b>Cloud</b></li> <li>• <b>USB Drive</b></li> <li>• <b>Scan to My Email</b><sup>1</sup></li> <li>• <b>Scan to My Folder</b><sup>1</sup></li> </ul>	200 dpi 300 dpi	36 inches (914 mm)
	600 dpi	Not supported
Scanning from the control panel using the <b>WSD</b> option	100 dpi 300 dpi	Not supported
Scanning with Epson Smart Panel	200 dpi 300 dpi 600 dpi	Not supported

<sup>1</sup> Using Epson Print Admin/Epson Print Admin Serverless

## Specifications for Multiple Sizes

You can load a mixture of originals from 2.0 × 2.0 in. (50.8×50.8 mm) to Letter- or A4-size. You can also load a mixture of paper types or thicknesses.

You can improve the alignment of ejected originals by using the optional (DS-800WN) or supplied (DS-900WN) paper alignment plate.

**Note:** When loading originals that are a mixture of different types and sizes, note the following:

- Originals of different sizes may be fed askew if not all of the originals are supported by edge guides
- Originals may jam or be fed askew if the types and sizes of the originals vary too greatly (such as thick paper and thin paper or Letter/A4-size paper and business cards)

If paper jams or misfeeds occur, enabling **Slow** mode or loading the originals one-by-one using **Automatic Feeding Mode** may solve the problem.

### **Types of Originals that Require Attention**

The following types of originals may not be successfully scanned or may require special attention:

- Originals with uneven surfaces, such as embossed documents or letterhead
- Originals with wrinkles or fold lines
- Perforated originals
- Originals with labels or stickers
- Carbonless paper
- Curled originals
- Coated paper

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

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

- Lightly wrinkled paper may scan better if you slow down the feeding speed during scanning or smooth out the wrinkles before loading.
- Try to flatten curled originals as much as possible.
- Do not feed valuable artwork or important documents into the scanner directly. Misfeeding may wrinkle or damage the original. When scanning these types of originals, use an optional carrier sheet.
- If originals are incorrectly detected as double feeds, set the **DFDS Function** to **On** on the control panel, or select **Off** as the **Detect Double Feed** setting in Epson Scan 2.
- Labels or stickers must be firmly adhered to the scanned original with no exposed glue.
- When scanning an original with labels or stickers that look like they might come off easily, use a carrier sheet (not included).

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

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

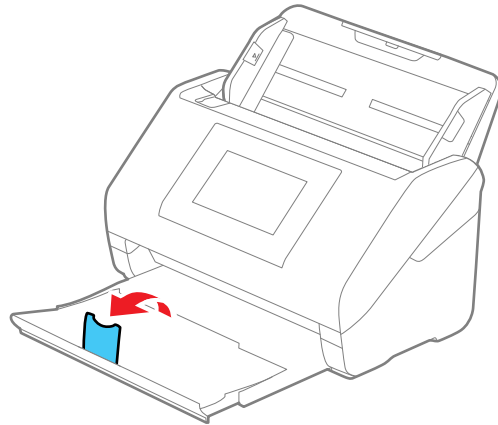
- Photos (without a carrier sheet)
- Booklets or passports
- Fabric or other non-paper originals
- Originals containing staples or paper clips
- Originals with wet ink or glue
- Ripped originals
- Heavily wrinkled or curled originals
- Transparencies
- Originals with carbon paper backing
- Originals with attached sticky notes

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

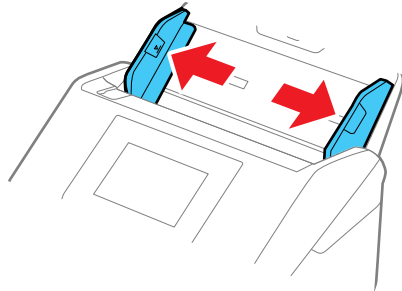
## **Loading Plastic and Laminated Cards in the Input Tray**

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

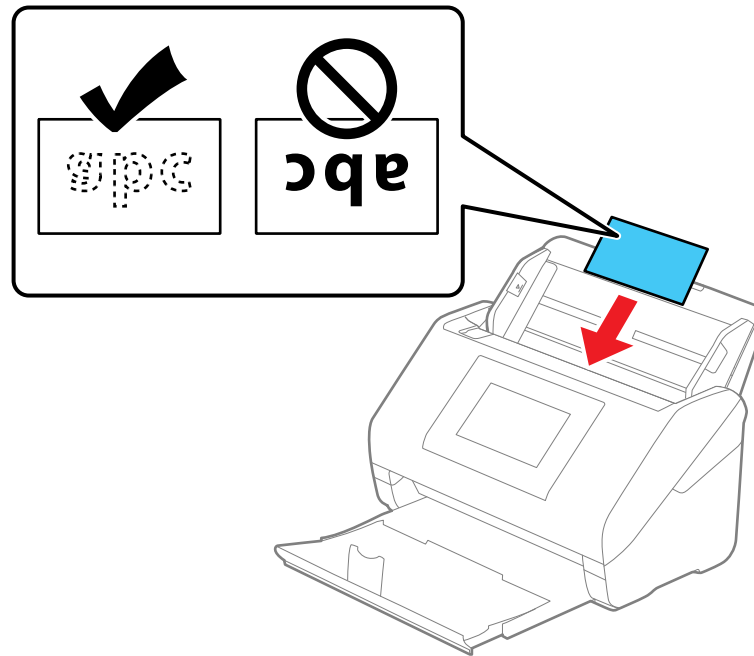
1. Pull out the output tray and open the stopper. Do not pull out the extensions.



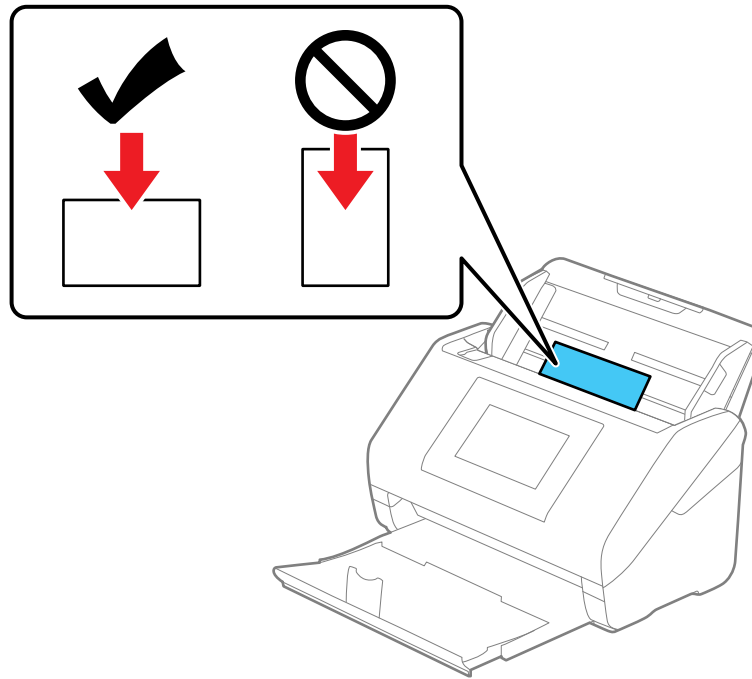
2. Slide the input tray edge guides all the way out.



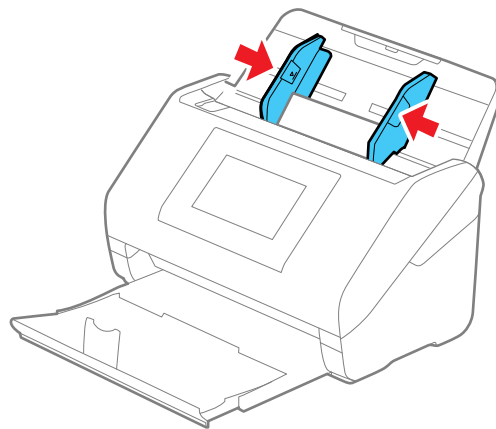
3. Load plastic or laminated cards (printed side down and long edge first) into the input tray horizontally, and slide them in until they meet resistance.



**Note:** Do not load plastic cards vertically.



4. Slide the edge guides against the edges of the card.





- Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning the cards.

**Note:**

- When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the Scan Settings screen.
- If you do not disable the **Detect Double Feed** setting and a double feed error occurs, remove the plastic or laminated card from the input tray and reload it. Select **Settings > Scanner Settings > DFDS Function** on the LCD screen and set it to **On** to disable the **Detect Double Feed** setting for the next scan. The DFDS Function setting only disables the **Detect Double Feed** setting for one scan.

[Plastic and Laminated Card Specifications](#)

**Parent topic:** [Loading Originals](#)

**Related topics**

[Scanning](#)

## Plastic and Laminated Card Specifications

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

Paper type	Paper size	Paper thickness	Loading capacity
Plastic cards, embossed (ISO 7810 ID-1 compliant)	2.1 × 3.3 in. (54 × 85.6 mm)	0.05 in. (1.24 mm) maximum	1 card (horizontal)
Plastic cards, standard (ISO 7810 ID-1 compliant)		0.03 in. (0.76 mm) to 0.04 in. (1.1 mm) <sup>1</sup>	5 cards (horizontal)
		Smaller than 0.03 in. (0.76 mm)	
Laminated cards	4.7 × 5.9 in. (120 × 150 mm) or smaller	0.03 in. (0.8 mm) or less	1 card

<sup>1</sup> You can scan these cards only when the resolution is 300 dpi or less, and Slow mode is disabled.

**Note:** Plastic cards with glossy surfaces may not scan properly. You cannot scan laminated cards using Epson Smart Panel

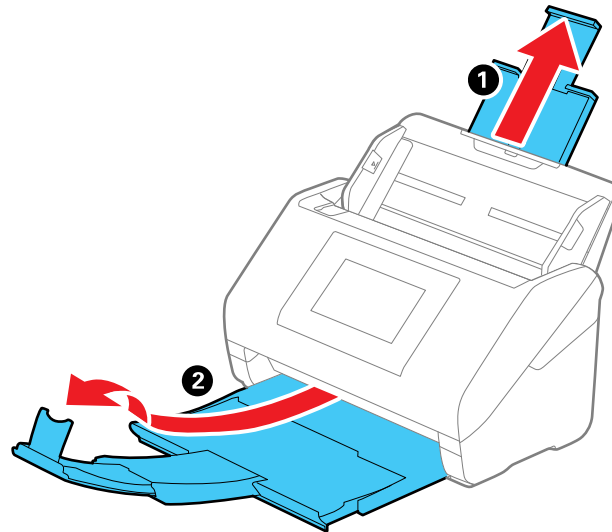
Parent topic: [Loading Plastic and Laminated Cards in the Input Tray](#)

## Loading Special Originals

You can load photos or large, thick, or folded originals in the input tray using one or more carrier sheets. You can also load envelopes. Make sure the originals meet the specifications for special originals before loading them.

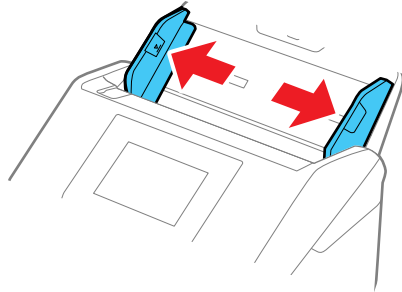
**Note:** Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner to achieve the best color reproduction of photos.

1. Pull up the input tray extension.
2. Pull out the output tray and its extension, and open the stopper.

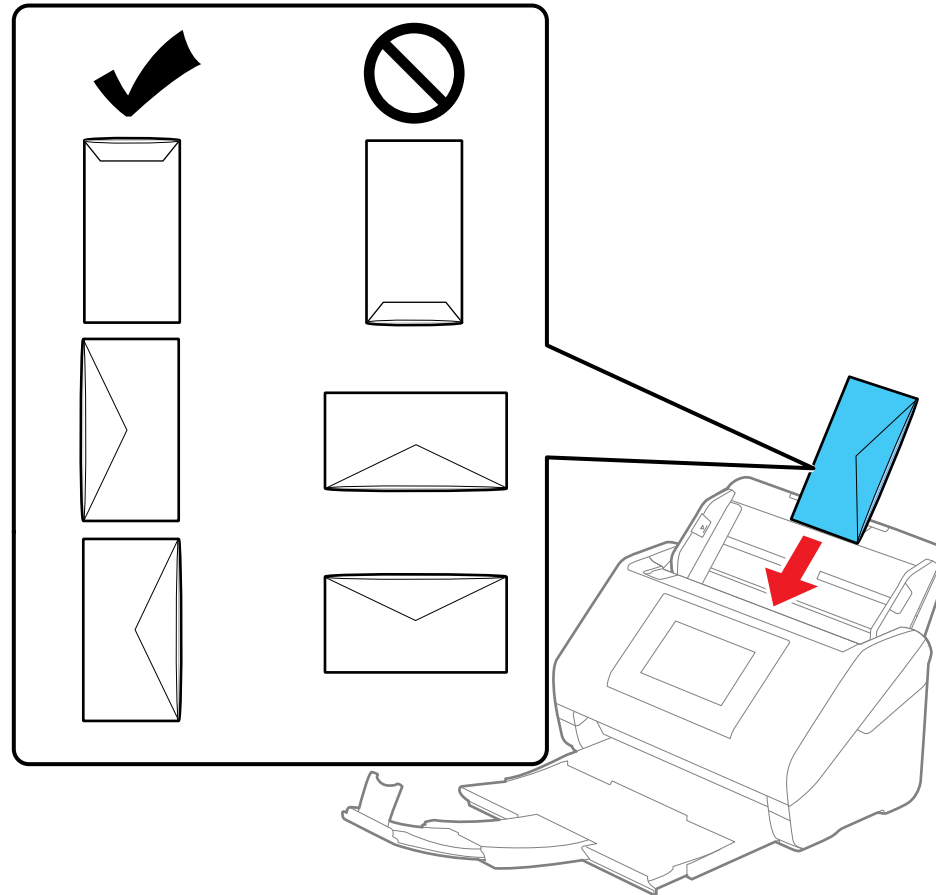


**Note:** If you are loading originals that are 15.5 inches (393.7 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

3. Slide the input tray edge guides all the way out.



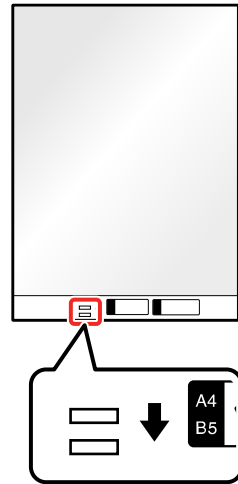
4. Load envelopes vertically in the input tray with the printed side down and the flap facing as shown. Slide in the envelopes until they meet resistance. Skip to step 7.



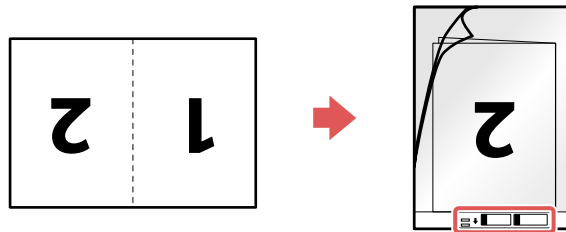
5. Do one of the following to load photos, or folded or irregularly shaped originals using a carrier sheet:

**Note:** Use only the carrier sheet designed for your product. The carrier sheet is automatically recognized by the product by the two small rectangular holes on the front edge, as shown. Keep the

holes clean and not covered. Do not load a carrier sheet that has scratches on it or one that has been scanned more than 3,000 times.



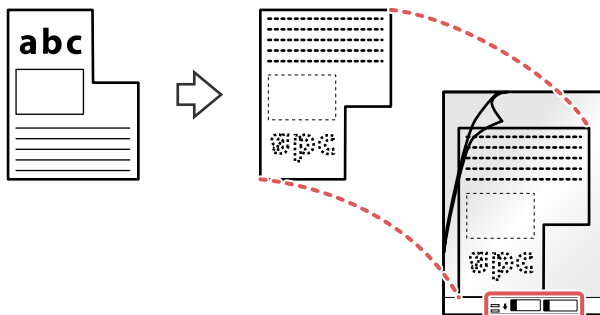
- For a Letter- or A4-size or larger original, fold it as shown and place it in the center of an optional carrier sheet. Make sure the illustration on the front edge of the carrier sheet is facing up.



To scan both sides and stitch them together, set the appropriate setting in Epson Scan 2.

- For a photo or an irregularly shaped original, load it in the center of an optional carrier sheet with the printed side face down. Make sure the illustration on the front edge of the carrier sheet is facing up. If you are loading originals that are 11.7 inches (297 mm) or shorter, place the leading

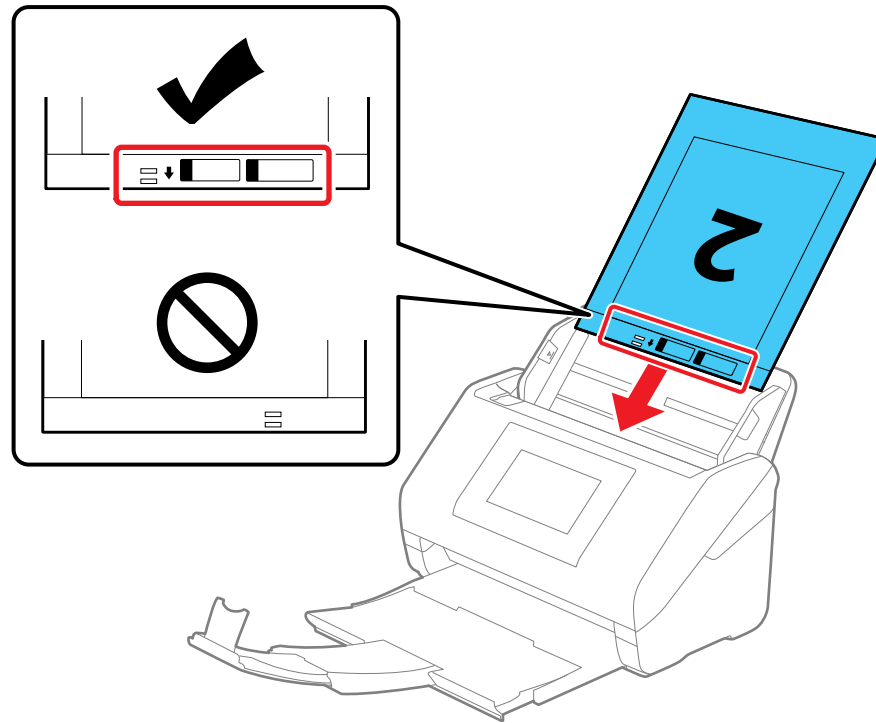
edge of the original against the binding of the carrier sheet, as shown. Otherwise, the product may not detect the correct length of the original.



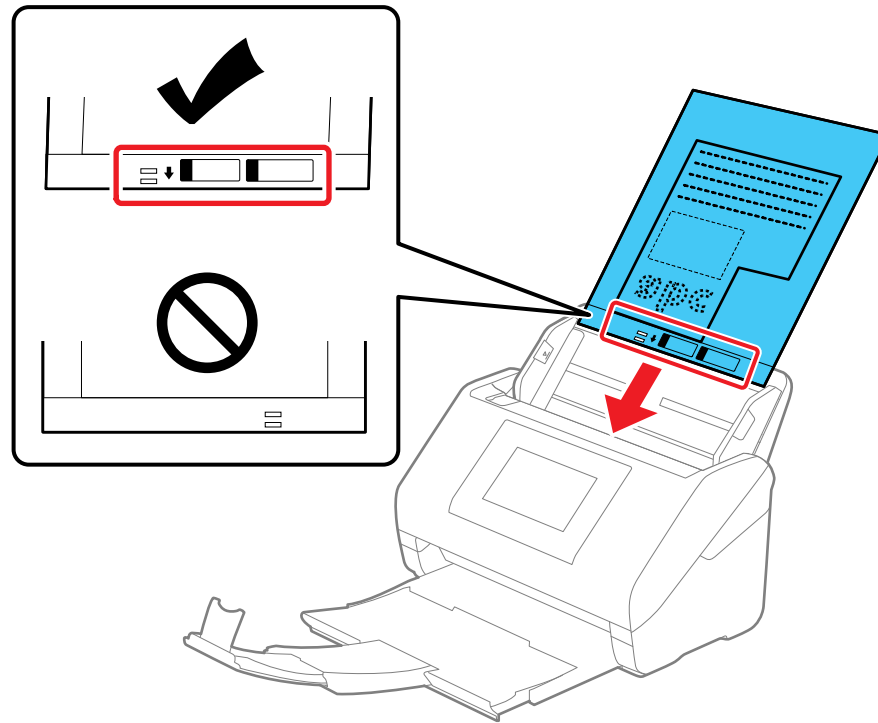
**Note:** Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner to achieve the best color reproduction of photos.

6. Load the carrier sheet in the input tray as shown until it meets resistance.

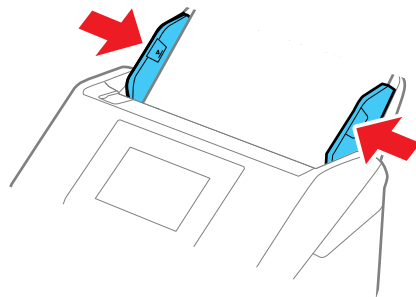
**Folded original**



**Photo or irregularly shaped original**



7. Slide the edge guides against the edges of the envelope or carrier sheet.





8. Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning special originals.

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

9. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

**Note:**

- You may need to stop using a carrier sheet that is scratched or has been scanned more than 3,000 times.
- If you cannot find an appropriate size for the original you want to scan in the Document Size list, select **Auto Detect**. When scanning a carrier sheet using **Auto Detect** as the Document Size setting, the **Paper Skew** option in the Correct Document Skew setting is automatically enabled.  
When using Epson Scan 2, you can also select **Customize** to create a custom document size.
- If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the product. If the scanned images are affected by the originals ejecting below the product, try placing the product on the edge of a table where the ejected originals can drop freely.

[Special Original Specifications](#)

[Carrier Sheet Specifications](#)

**Parent topic:** [Loading Originals](#)

**Related references**

[Optional Accessories and Replacement Parts](#)

**Related topics**

[Scanning](#)

## Special Original Specifications

You can use carrier sheets to load photos or large, thick, or folded originals that meet these specifications in your product.

<b>Paper type</b>	<b>Paper size</b>	<b>Paper thickness</b>	<b>Loading capacity</b>
Large originals (plain paper, fine paper, or recycled paper)	Up to this size: A3 (11.7 × 16.5 inches [297 × 420 mm])	0.012 in. (0.3 mm) or less (excluding the thickness of the carrier sheet)	10 carrier sheets
Irregularly shaped originals	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 in. (0.3 mm) maximum	10 carrier sheets
Photos		(excluding the thickness of the carrier sheet)	

Paper type	Paper size	Paper thickness	Loading capacity
Originals that cannot be loaded directly into the scanner (such as paper that is wrinkled, torn, stapled, etc.)	Letter (8.5 × 11 inches [216 × 279 mm])	0.01 in. (0.3 mm) or less  (excluding the thickness of the carrier sheet)	1 carrier sheet
	Legal (8.5 × 14 inches [216 × 356 mm]) <sup>1</sup>		
	A2 (16.5 × 23.4 inches [420 × 594 mm]) <sup>1</sup>		
	A3 (11.7 × 16.5 inches [297 × 420 mm]) <sup>1</sup>		
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	B4 (13.9 × 9.84 inches [353 × 250 mm]) <sup>1</sup>		
	B5 (7.2 × 10.1 inches [182 × 257 mm])		
	A5 (5.8 × 8.2 inches [148 × 210 mm])		
	B6 (5 × 7.2 inches [128 × 182 mm])		
	A6 (4.1 × 5.8 inches [105 × 148 mm])		
A8 (2.1 × 2.9 inches [52 × 74 mm])			
Custom sizes up to 17 in. (431.8 mm) wide <sup>2</sup> and 11.7 in. (297 mm) long <sup>3</sup>			
Envelopes	4.49 × 6.38 in. (114 × 162 mm) (C6)	0.015 in. (0.38 mm) or less	10 envelopes
	4.33 × 8.66 in. (110 × 220 mm) (DL)		

<sup>1</sup> Fold in half to load

<sup>2</sup> Originals that are wider than 8.5 in. (215.9 mm) need to be folded in half

<sup>3</sup> The leading edge of the original must be placed at the binding part of the carrier sheet when scanning originals longer than 11.7 in. (297 mm)

**Parent topic:** [Loading Special Originals](#)

**Related references**

[Optional Accessories and Replacement Parts](#)

## **Carrier Sheet Specifications**

You can scan originals that are larger than Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size using an optional carrier sheet.

Paper type	Paper size	Paper thickness	Loading capacity
Originals that cannot be loaded directly into the scanner	Letter (8.5 × 11 inches [216 × 279 mm])	0.01 in. (0.3 mm) or less	1 sheet
	Legal (8.5 × 14 inches [216 × 356 mm]) <sup>1</sup>	(excluding the thickness of the carrier sheet)	
	A2 (16.5 × 23.4 inches [420 × 594 mm]) <sup>1</sup>		
	A3 (11.7 × 16.5 inches [297 × 420 mm]) <sup>1</sup>		
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	A5 (5.8 × 8.2 inches [148 × 210 mm])		
	A6 (4.1 × 5.8 inches [105 × 148 mm])		
	A8 (2.1 × 2.9 inches [52 × 74 mm])		
	B4 (13.9 × 9.84 inches [353 × 250 mm]) <sup>1</sup>		
	B5 (7.2 × 10.1 inches [182 × 257 mm])		
B6 (5 × 7.2 inches [128 × 182 mm])			
Custom sizes up to 17 in. (431.8 mm) wide <sup>2</sup> and 11.7 in. (297 mm) long <sup>3</sup>			

<sup>1</sup> Fold in half to load

<sup>2</sup> Originals that are wider than 8.5 in. (215.9 mm) need to be folded in half

<sup>3</sup> The leading edge of the original must be placed at the binding part of the carrier sheet when scanning originals longer than 11.7 in. (297 mm)

**Note:** You cannot use a carrier sheet scanning with Epson Smart Panel on a smart device.

**Parent topic:** [Loading Special Originals](#)

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# Scanning

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

[Starting a Scan](#)

## Starting a Scan

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

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

[Starting a Scan Using the Product Control Panel](#)

[Scanning to a Connected Computer](#)

[PC-Free Scanning with ScanWay](#)

[Setting Up a WSD Port \(Windows 7\)](#)

[Scanning Using Presets](#)

[Adding and Assigning Scan Jobs with Document Capture Pro - Windows](#)

[Adding and Assigning Scan Jobs with Document Capture - Mac](#)

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

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

[Starting a Scan from a Smartphone or Tablet](#)

[Entering a User ID and Password for Scanning](#)

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

[Scanning in Epson Scan 2](#)

[Scanning Special Projects](#)

[Scanning Using Automatic Feeding Mode](#)

[Using Mopria Scan](#)

[Scanning with AirPrint](#)

[Scanning Using a Chromebook](#)


**Parent topic:** [Scanning](#)

## Starting a Scan Using the Product Control Panel

You can scan an image to a variety of destinations using your product's control panel.

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

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

2. Place your original on the product for scanning.
3. Press the  home button, if necessary.
4. Select one of the following options from the home screen:
  - **Computer** lets you scan to a connected computer using your saved scan settings.
  - **Network Folder/FTP** saves your scanned file to a pre-defined folder on a network computer or FTP server. To use this feature, you must first create a shared network folder or obtain the FTP site address, and optionally register the location to your product's contact list.
  - **Email** lets you send scanned files through a pre-defined email server.
  - **Cloud** sends your scanned files to a destination that you have registered with Epson Connect.
  - **USB Drive** lets you save the scanned file directly to a USB device connected to the product.
  - **WSD** lets you manage network scanning in Windows 11, Windows 10, Windows 8.x, or Windows 7. To use this feature on Windows 7, you must first set up a WSD (Web Services for Devices) port on your computer (the port is set up automatically on Windows 11, Windows 10, and Windows 8.x).
5. Follow the instructions in the links below to complete your scan.

**Parent topic:** [Starting a Scan](#)

#### **Related tasks**

[Scanning to a Connected Computer](#)

[Scanning to a Network Folder or FTP Server](#)

[Scanning to an Email](#)

[Scanning to the Cloud](#)

[Scanning to an External USB Device](#)

[Scanning Using WSD - Windows Only](#)

#### **Related topics**

[Loading Originals](#)




## Scanning to a Connected Computer

You can scan originals from the control panel using jobs created in Document Capture Pro (Windows) or Document Capture (Mac). The computer must be connected using a USB cable or connected to the same network as your product.

**Note:** Before scanning, create a job and assign it to the control panel. Otherwise, you can use the preset job that saves scanned images as PDF.

1. Make sure Document Capture Pro (Windows) or Document Capture (Mac) is installed on your computer or network.


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

2. Place your original on the product for scanning.
3. Press the  home button, if necessary.
4. Select **Computer** on the home screen.
5. If the **Select Computer** screen is displayed, select the computer on which you created the jobs in Document Capture Pro or Document Capture.

**Note:** The product's control panel displays up to 111 computers on which Document Capture Pro is installed.



6. If the **Select Job** screen is displayed, select the job you want to use.

**Note:** If you have not created a job, your product will default to the preset job that saves scanned images as PDF; you do not need to select the job.


7. If you want to change the scan settings, tap the  icon and select from the following options:
  - To slow down the scanning speed, set the **Slow** setting to **On**.
  - To stop scanning when a double feed is detected, select **Double Feed Stop Timing** and select a timing option.
  - To skip double feed detection when scanning originals such as envelopes or plastic cards, set the **DFDS Function** setting to **On**.

- To stop scanning when an original containing staples is detected, select **Paper Protection** and select the setting you want to use.

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

- To detect dirt on the glass surface inside the product, select **Glass Dirt Detection** and select the setting you want to use.
8. Select the  back icon to view the job settings and confirm the computer and the job you selected.
  9. Tap the  Presets icon if you want to save your settings as a preset.

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

10. Select the  start icon to start scanning.

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

**Parent topic:** [Starting a Scan](#)

**Related tasks**

[Scanning Using Presets](#)

[Scanning to the Cloud](#)

[Entering Characters on the LCD Screen](#)

**Related topics**

[Loading Originals](#)

## PC-Free Scanning with ScanWay

ScanWay PC-free scanning allows you to scan and distribute documents directly from your product's control panel without having to use a computer. You can send the scanned image to a selected destination, such as a network folder, email, cloud service, or USB drive.

[Setting Up and Scanning to a Network Folder or FTP Server](#)

[Creating a Shared Network Folder](#)

[Registering Contacts for Email, Network, or FTP Scanning - Control Panel](#)

[Registering Contacts for Email, Network, or FTP Scanning - Web Config](#)

[Scanning to a Network Folder or FTP Server](#)

[Scanning to an Email](#)

[Scanning to the Cloud](#)  
[Scanning to an External USB Device](#)  
[Control Panel Scanning Options](#)

**Parent topic:** [Starting a Scan](#)

### **Setting Up and Scanning to a Network Folder or FTP Server**

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

**Parent topic:** [PC-Free Scanning with ScanWay](#)

### **Creating a Shared Network Folder**


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

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

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

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

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

1. If you are scanning to a network folder on your computer, do one of the following to check the format of your computer name:
  - **Windows 11, Windows 10, or Windows 8.x:** Hold down the Windows key on your keyboard and press the **X** key. Select **System** from the list that appears. Check the Computer Name or Device Name listed for your computer on the System window.
  - **Windows 7:** Click , right-click **Computer**, and select **Properties**. Check the Computer Name listed for your computer on the System window.

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

2. If the computer's name uses any characters that are not alphanumeric (letters or numbers), do one of the following to change the computer's name:
  - **Windows 11, Windows 10, or Windows 8.x:** Select **Rename this PC** and follow the on-screen prompts.
  - **Windows 7:** Select **Change Settings**, change the computer's name, and click **OK**. (See Windows Help for instructions, if necessary.)

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

3. Click the Windows start button, then select **Windows System > Control Panel**.
4. On the Control Panel, click **Network and Internet > Network and Sharing Center > Change advanced sharing settings**.

The network profile is displayed.

Make sure that **Turn on file and printer sharing** is selected under File and Printer Sharing for the network profile (current profile). If already selected, click **Cancel** to close the window. If you change the settings, click **Save Changes** and close the window.

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

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

7. Right-click the folder you created and select **Properties**.
8. On the **General** tab, deselect the **Read-only** checkbox to allow users to access the folder over the network.
9. Select the **Sharing** tab and click the **Advanced Sharing** button.

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

10. On the Advanced Sharing screen, select the **Share this folder** checkbox.
11. Click the **Permissions** button and select the following on the Share Permissions tab:
  - Select **Everyone** under Group or user names.

- Select the checkbox in the **Allow** column for the **Change** setting.
12. Click **OK** to save the settings, then click **OK** again to close the Advanced Sharing window.
  13. Select the **Security** tab and check that the Group or user names list at the top includes the current computer user and the administrators who can now access the folder.
  14. Select the **Sharing** tab again and write down the **Network Path** listed under Network File and Folder Sharing at the top. This is the path you will register to your product's Contacts list so you can select it for network scanning.
  15. Click **OK** or **Close**.

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

**Parent topic:** [PC-Free Scanning with ScanWay](#)

#### **Related tasks**

[Entering Characters on the LCD Screen](#)

[Registering Contacts for Email, Network, or FTP Scanning - Control Panel](#)


[Registering Contacts for Email, Network, or FTP Scanning - Web Config](#)

[Scanning to a Network Folder or FTP Server](#)

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

You can register a list of contacts for scanning to email or to a network folder or FTP server using your product's control panel.

**Note:** You can also register the contacts using Web Config.

1. Press the  home button, if necessary.
2. Select **Settings**.
3. Select **Contacts Manager**. Enter the administrator password, if necessary.
4. Select **Register/Delete**.
5. Select **Add Entry**.
6. Select **Add Contact**.
7. Do one of the following:
  - To create a contact for scanning to email, select **Email**.
  - To create a location for scanning to a network folder or FTP, select **Network Folder/FTP**.
8. Select the **Registry Number** you want to use for the contact you are adding.

9. Select the **Name** field, use the displayed keyboard to enter the contact name (up to 30 characters), and select **OK**.
10. Select the **Index Word** field, use the displayed keyboard to enter a word to use when searching for an entry (up to 30 characters), and select **OK**. (This field is optional.)
11. Do the following as necessary for your contact:
  - If you want to identify the contact as a frequently used address, select the **Assign to Frequent Use** field and select **On**. This makes it quicker to select the contact when you scan.
  - For an email contact, select the **Email Address (Required)** field, use the displayed keyboard to enter the address, and press **OK**.
  - For a network folder or FTP location, select the **Communication Mode** field and select **Network Folder (SMB)** or **FTP**. Then select the **Location (Required)** field, use the displayed keyboard to enter the network path to the shared folder, and select **OK**.

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

    - **Network Folder (SMB)**: \\host name\folder name
    - **FTP**: ftp://host name/folder name
    - **FTPS**: ftps://host name/folder name
    - **WebDAV (HTTPS)**: https://host name/folder name
    - **WebDAV (HTTP)**: http://host name/folder name
  - For a network folder or FTP location with a password, select the **User Name** field and use the displayed keyboard to enter the user name. Then select the **Password** field and enter the password.
  - For an FTP location, enter the FTP server port number in the **Port Number** field. If there is a firewall between the product and FTP server, select the **Connection Mode** field and select **Passive Mode**.
12. Select **OK**.

**Parent topic:** [PC-Free Scanning with ScanWay](#)

#### **Related tasks**

[Registering Contacts for Email, Network, or FTP Scanning - Web Config](#)

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

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

**Note:** You can also register the contacts using the product's control panel.

Before you begin, make a note of the IP address or host name of the scanner so you can enter it in these steps.

**Note:** These instructions use Internet Explorer as an example browser.

1. Start Internet Explorer on a computer that is using the same network as your product.
2. Type your product's IP address into the address bar and press **Enter**.
3. Click **More Information**.
4. Click **Go on to the webpage (not recommended)**.
5. In the upper right corner of the screen, click **Log in** and enter the Administrator password.
6. Click on the **Scan** tab, then click **Contacts**.
7. Select the number you want to use for the contact you are adding and click **Edit**.
8. Do one of the following:
  - To create a contact for scanning to email, select **Email** as the **Type** setting.
  - To create a location for scanning to a network folder or FTP, select **Network Folder (SMB)** or **FTP** as the **Type** setting.

**Note:** You cannot change the Type option after registration is complete. If you want to change the type, delete the destination and then register again.

9. Enter the following information as necessary for your contact:
  - **Name:** The name to display in your product's contact list.
  - **Index Word:** Enter a word to identify this entry when searching for it (up to 30 characters). This field is optional.
  - **Assign to Frequent Use:** If you want to identify the contact as a frequently used address, select **On**. This makes it quicker to select the contact when you scan.
  - **Email Address:** For an email contact, the contact's email address.
  - **Save to:** For a network folder or FTP location, the network path to the shared folder.  
Enter the folder path name in one of the following formats depending on the **Type** setting you selected:
    - **Network Folder (SMB):** \\host name\folder name

- **FTP:** ftp://host name/folder name
  - **FTPS:** ftps://host name/folder name
  - **WebDAV (HTTPS):** https://host name/folder name
  - **WebDAV (HTTP):** http://host name/folder name
  - **User Name and Password:** Enter only if you have set up a password on your computer.
  - **Connection Mode:** For FTP locations, select **Passive Mode** if there is a firewall between the product and FTP server.
  - **Port Number:** For FTP locations, enter the port number.
  - **Proxy Server Settings:** Select whether or not to use a proxy server.
10. Click **Apply**.

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

11. Close your web browser.

**Parent topic:** [PC-Free Scanning with ScanWay](#)

**Related tasks**

[Registering Contacts for Email, Network, or FTP Scanning - Control Panel](#)


[Determining the Product's IP Address](#)

[Accessing the Web Config Utility](#)

**Scanning to a Network Folder or FTP Server**

You can scan an image and save it to a specified network folder or FTP server using your product's control panel. You can either enter the folder path directly on the product's control panel or select a folder from the Contacts list. Make sure to configure a network folder or FTP server before scanning. To check the destination before scanning, select **Settings > Scanner Settings**, and enable the **Confirm Recipient** setting.



**Note:** Make sure that the **Date/Time** and **Time Difference** settings are correct.

1. Place your original on the product for scanning.
2. Press the  home button, if necessary.
3. Select **Network Folder/FTP**.
4. Do one of the following to enter a folder location:
  - To select frequently used addresses, tap the icons displayed on the screen.



- To enter the folder path directly, select **Keyboard > Communication Mode**, and enter the folder path in the **Location (Required)** field. Select other options, as necessary.
  - To select a contact from the Contacts list, select **Contacts**, select a contact, and then select **Close**. You can search for a folder from the Contacts list. Enter the search keyword into the box at the top of the screen.
5. Select the **Scan Settings** tab, and select the desired settings.
  6. Tap the ★ Presets icon if you want to save your settings as a preset.

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

7. Tap the  icon and check the product's settings or make changes, if necessary.
8. Select the  start icon to start scanning.

Your product scans your original and saves it in the selected location.

**Parent topic:** [PC-Free Scanning with ScanWay](#)

#### **Related tasks**

[Creating a Shared Network Folder](#)

[Registering Contacts for Email, Network, or FTP Scanning - Control Panel](#)


[Registering Contacts for Email, Network, or FTP Scanning - Web Config](#)

[Selecting the Date and Time](#)

### **Scanning to an Email**

You can scan an original and email the scanned file directly from the product's control panel. You need to configure the email server settings before you can scan to email. You can enter email addresses directly on the product's control panel or select them from the **Contacts** list.

**Note:** Make sure the **Date/Time** and **Time Difference** settings are set correctly so the time stamps on your emails are accurate.



1. Place your original on the product for scanning.
2. Press the  home button, if necessary.
3. Select **Email**.
4. Select a destination.

5. Do one of the following:
  - To select frequently used addresses, tap the icons displayed on the screen.
  - To enter the email address directly, select **Keyboard**, enter an email address, and select **OK**.
  - To select a contact from the Contacts list, select **Contacts**, select a contact or group, and then select **Close**. You can search for a contact in the Contacts list by entering the search keyword into the box at the top of the screen.
  - To select a recently used contact, select **History**, select a contact, and then select **Close**.

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

6. Select the **Scan Settings** tab, and select the desired settings.
7. Tap the ★ Presets icon if you want to save your settings as a preset.

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

8. Tap the  icon and check the product's settings or make changes, if necessary.
9. Select the  start icon to start scanning.

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

**Parent topic:** [PC-Free Scanning with ScanWay](#)

#### **Related tasks**

[Entering Characters on the LCD Screen](#)

[Configuring Email Server Settings](#)

[Registering Contacts for Email, Network, or FTP Scanning - Control Panel](#)

[Registering Contacts for Email, Network, or FTP Scanning - Web Config](#)

[Registering an Email Server](#)

[Scanning Using Presets](#)

[Selecting the Date and Time](#)


#### **Related topics**

[Loading Originals](#)


## Scanning to the Cloud

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



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

1. Place your original on the product for scanning.
2. Press the  home button, if necessary.
3. Select **Cloud**.

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

4. Tap the + icon at the top of the screen to select a destination.
5. Change any of the displayed settings on the **Basic Settings** tab as necessary.
6. Select the **Advanced** tab to view and change additional scan settings, if necessary.
7. Tap the  Presets icon if you want to save your settings as a preset.

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

8. Tap the  icon and check the product's settings or make changes, if necessary.
9. Select the  start icon to start scanning.

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

**Parent topic:** [PC-Free Scanning with ScanWay](#)

### Related tasks

[Scanning Using Presets](#)

[Setting Up Epson Connect Services](#)


### Related topics

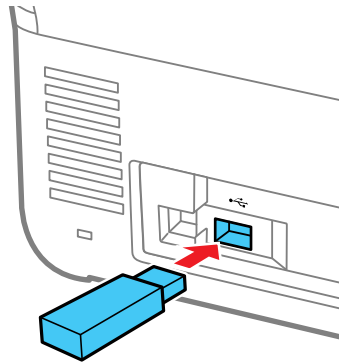
[Loading Originals](#)

## Scanning to an External USB Device


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

1. Place your original on the product for scanning.



2. Press the  home button, if necessary.
3. Insert a USB device into the product's external interface USB port.



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

4. Select **USB Drive** on the product's control panel.
5. Change any of the displayed settings on the **Basic Settings** tab as necessary.
6. Select the **Advanced** tab to view and change additional scan settings, if necessary.
7. Tap the  Presets icon if you want to save your settings as a preset.

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

8. Tap the  icon and check the product's settings or make changes, if necessary.
9. Select the  start icon to start scanning.

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

**Parent topic:** [PC-Free Scanning with ScanWay](#)

#### **Related tasks**

[Scanning Using Presets](#)

## Related topics

[Loading Originals](#)

## Control Panel Scanning Options

Select the options you want to use for scanning.

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

Option	Available settings	Description
Image Type	Color/Grayscale/B&W	Select to scan images in 24-bit color, 8-bit gray, or monochrome; adjust the sensitivity to determine whether the original is grayscale or monochrome when scanning a non-color original
	Color/Black & White	Select to scan images in 24-bit color or monochrome
	Color/Grayscale	Select to scan images in 24-bit color or 8-bit gray
File Format	PDF (Single Page)	Select whether to save all originals as one file (multi-page) or save each original separately (single page)
	PDF (Multi Page)	
	PDF/A (Single Page)	You can also select the <b>Compression Ratio</b> and <b>PDF Settings</b> .
	PDF/A (Multi Page)	
	TIFF (Single Page)	Select for scanned files that you can print from a device. Multi Page TIFF documents are scanned in black and white.
TIFF (Multi Page)		
Scanning Side	Binding(Original)	Select the binding direction of the original
	Double-Sided	Select when scanning 2-sided originals
Resolution	200dpi	Select if the scanned image will be displayed on the screen or emailed
	300dpi	Select when using Optical Character Recognition (OCR) or creating a text searchable PDF
	600dpi	Select when printing using a printer or sending by fax

Option	Available settings	Description
<b>Original Size</b>	<b>Crop Margins for Size "Auto"</b>	Adjust the cropping area when selecting <b>Auto Detect</b>
	<b>Scan laminated card</b>	Select when scanning laminated originals; transparent areas around the edges are also scanned
<b>Text Enhancement</b>	<b>Emphasize light letters / Remove background</b>	Select to set the level of correction between text and background
	<b>Remove spot noise</b>	Select to remove black dots in the background of the original that cannot be removed by lightening the background
<b>Rotation</b>	Varying degrees	Select the rotation angle depending on the original you want to scan
<b>Density</b>	Varying levels	Adjust the lightness or darkness of scanned images
<b>Remove Background</b>	Varying levels	Select the darkness of the background
<b>Remove Shadow</b>	<b>Off</b>	Erase the shadows that appear in the center of a document when scanning a book ( <b>Center</b> ) or the shadows that appear around a document when scanning thick paper ( <b>Frame</b> )
	<b>On</b>	
<b>Correct Document Skew</b>	<b>Off</b>	Correct skew in the scanned image
	<b>On</b>	
<b>Skip Blank Pages</b>	<b>Off</b>	Select to skip blank pages when scanning; if the result is not what you expected, adjust detection level  <b>Note:</b> Some pages may be incorrectly detected as blank pages. This feature is not available when scanning double-sided originals that are stitched.
	<b>On</b>	


Option	Available settings	Description
<b>Automatic Feeding Mode</b>	<b>On (Full-Auto)</b>	Select to start scanning originals automatically when they are loaded in the ADF; you can scan originals continuously by adding documents in the ADF.
	<b>On (Semi-Auto)</b>	Select to start scanning the first original automatically when it is loaded in the ADF; click the <b>Start Scanning</b> button to scan the next original.
<b>Detect Double Feed</b>	Various sizes	Select <b>Length</b> to detect a double feed by the length; when the length of the next original scanned is different from the first, a double feed is detected
<b>File Name</b>	—	Enter a prefix, the date, and the time to the file name for your scanned file
<b>Clear All Settings</b>	—	Restore scan settings to their factory default

Parent topic: [PC-Free Scanning with ScanWay](#)


## Setting Up a WSD Port (Windows 7)

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

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

1. Turn on your product.
2. Click  and select **Computer**.
3. On the left side of the window, select **Network**.
4. Locate your product on the Network screen, right-click it, and select **Install**.
5. When you see the User Account Control screen, click **Continue**.

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

6. When you see the message **Your device is ready to use** in the Windows taskbar, click the message.
7. On the Driver Software Installation screen, make sure your product is listed as **Ready to use**. Then click **Close**.
8. Click  and select **Devices and Printers**.
9. Make sure that an icon appears for your product's name on the network.

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

[Adding a WSD Scan Device](#)


[Scanning Using WSD - Windows Only](#)

**Parent topic:** [Starting a Scan](#)

### **Adding a WSD Scan Device**

Depending on your environment, you may need to add a WSD scan device on your computer.

The following steps use Windows 10 as an example. The steps may differ depending on your environment.

1. Turn on your product, if necessary.
2. Open the  start menu and select **Settings > Devices > Printers & scanners**.
3. Select **Add a printer or scanner**.
4. Select your product and click **Add device**.

**Note:** If you do not know the device name of your product, you can check the name on the product's control panel (select **Settings > Network Settings > Network Status**, and then select the active connection method status to check the **Device Name**).

Your product is added to the device list.

If you want to change the WSD scan event, click the device you added, and then click **Manage > Scanner properties > Properties > Events**.

To add a WSD scan device from the Windows control panel, select **Control Panel > Hardware and Sound > View devices and printers**, and then click **Add a device**.



**Parent topic:** [Setting Up a WSD Port \(Windows 7\)](#)



## Scanning Using WSD - Windows Only

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

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

1. Make sure you installed the product software and connected the product to your computer or network.
2. Place your original on the product for scanning.
3. Press the  home button, if necessary.
4. Select **WSD**.
5. Select a computer.
6. Select the  start icon.
7. Follow the on-screen instructions when the WSD Scan Device screen is displayed on your computer.



**Parent topic:** [Setting Up a WSD Port \(Windows 7\)](#)

### Related tasks


[Setting Up a WSD Port \(Windows 7\)](#)

## Scanning Using Presets

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

1. Press the  home button, if necessary.
2. Do one of the following:
  - Select **Presets** on the home screen, and select a setting from the list.
  - Select the  Presets icon on the Scan Settings menu, select **Load Presets**, and then select a preset from the list.
  - If you added the preset icon to the home screen, select the icon.
3. If you see a loading confirmation screen, select **Close**.

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

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

**Parent topic:** [Starting a Scan](#)

**Related tasks**




[Registering Presets](#)

## Adding and Assigning Scan Jobs with Document Capture Pro - Windows

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

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

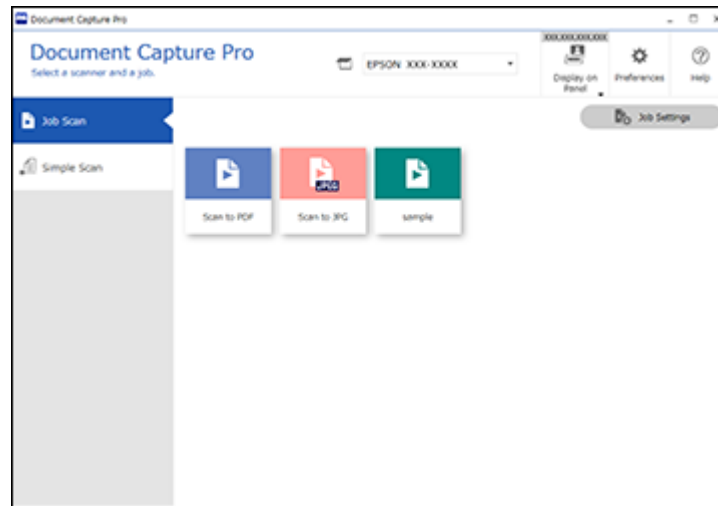
1. Do one of the following to start Document Capture Pro:

- **Windows 11:** Click , then search for **Document Capture Pro** and select it.
- **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window.

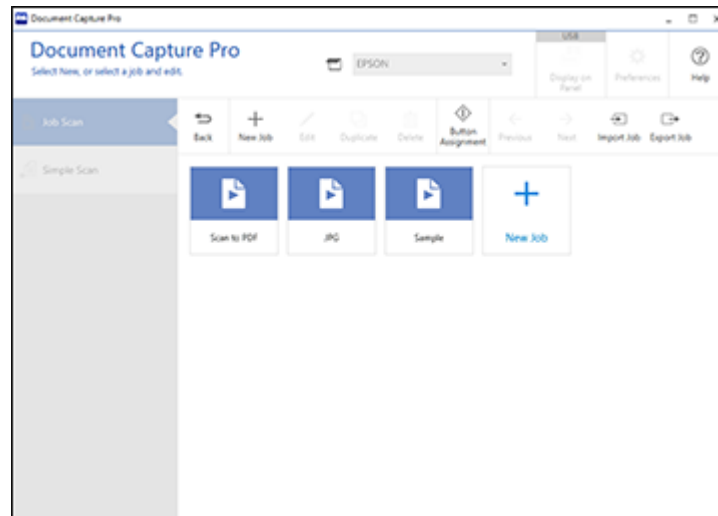
2. Select the **Job Scan** tab.

You see a screen like this:

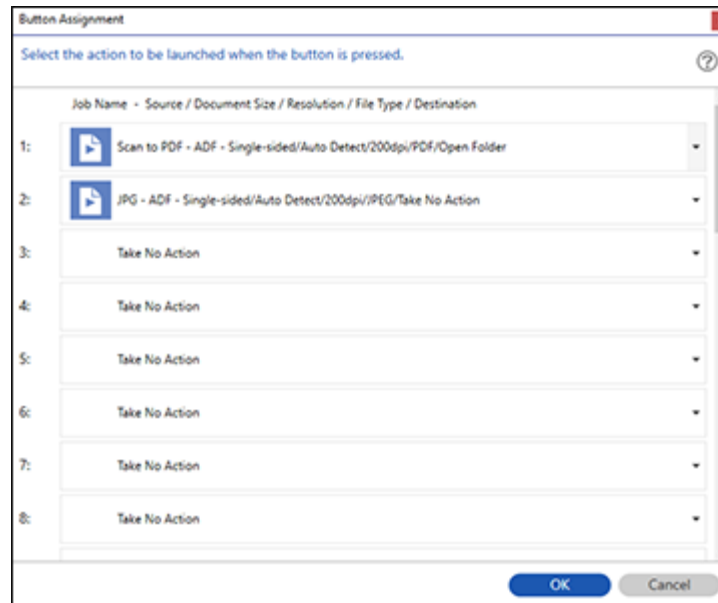


3. Click the **Job Settings** button.

You see a screen like this:



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



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

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

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


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

**Parent topic:** [Starting a Scan](#)



## Adding and Assigning Scan Jobs with Document Capture - Mac

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

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

1. Start Document Capture on a computer connected to the product.
2. Click the  Manage Job icon from the toolbar at the top of the window.  
You see a window showing the current scan job list.
3. To add a scan job, click the **+** icon, enter a name for the new job, select settings as necessary, and click **OK**.

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

4. To assign a scan job to the product control panel, click the  or  settings icon at the bottom of the window and click **Event Settings**.
5. Select the jobs that you want to assign to the product control panel using any of the pull-down menus.

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

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




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

**Parent topic:** [Starting a Scan](#)

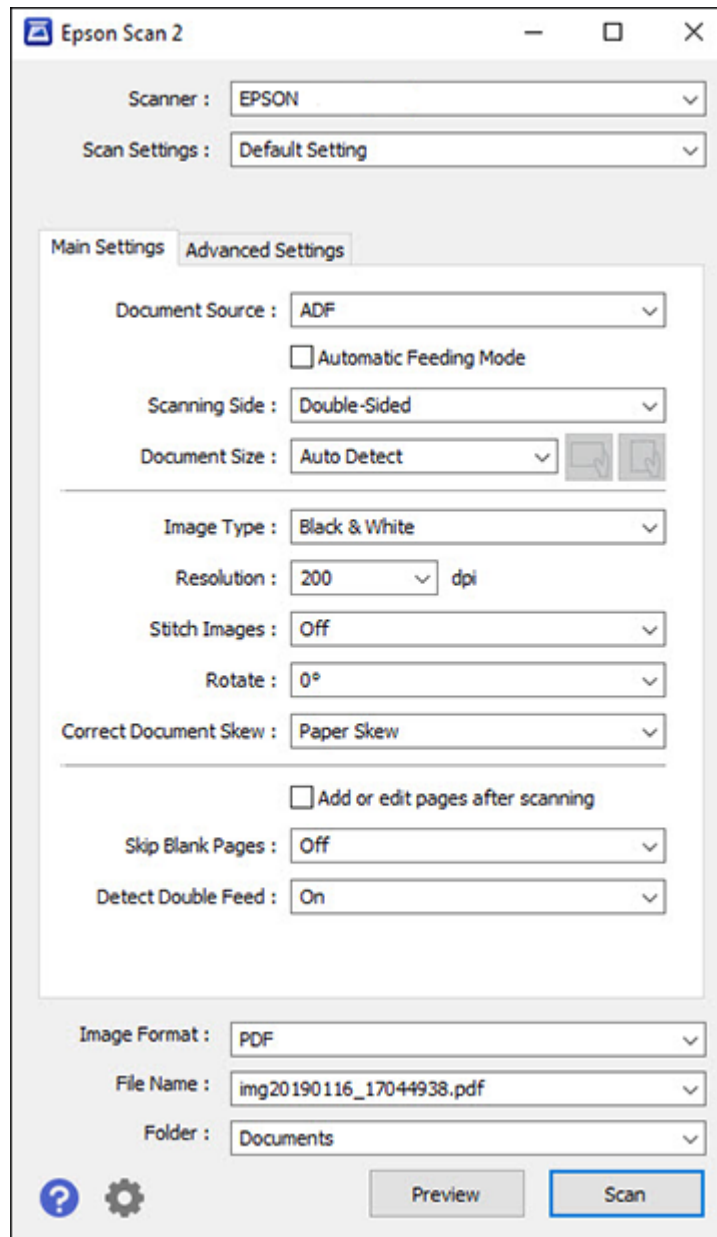
## Starting a Scan Using the Epson Scan 2 Icon

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

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

- **Windows 11:** Click , then search for **Epson Scan 2** and select it.
- **Windows 10:** Click  and select **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.

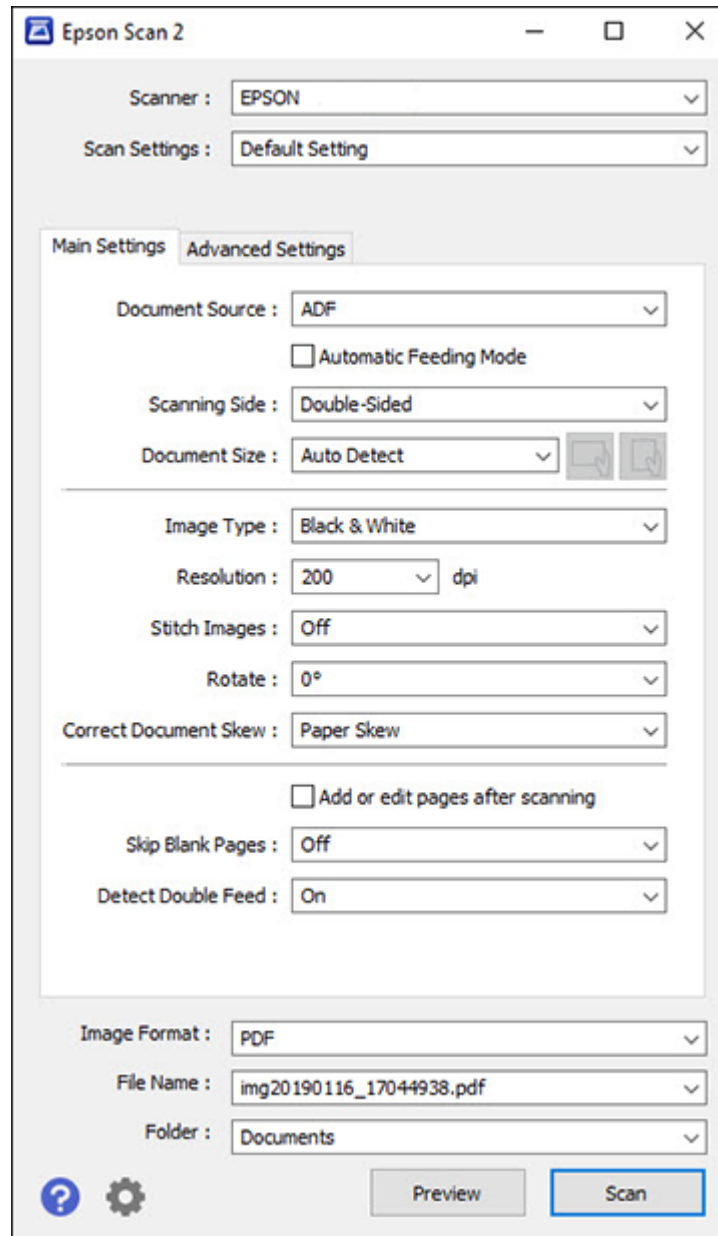
**Note:** If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows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

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

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



You see an Epson Scan 2 window like this:



**Parent topic:** [Starting a Scan](#)

## Starting a Scan from a Smartphone or Tablet

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

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

1. Download the Epson Smart Panel app from your device's app store or from Epson's website. See the link below.
2. Place your original on the product for scanning.
3. Open the Epson Smart Panel app and select a scan menu on the home screen.
4. Follow the on-screen instructions to scan and save your original.

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

**Parent topic:** [Starting a Scan](#)

### Related tasks

[Using the Epson Smart Panel Mobile App](#)

## Entering a User ID and Password for Scanning

If you enabled Access Control on your product, a user ID and password may be required to scan. You can enter the user ID and password in Epson Scan 2.

**Note:** If you do not know the user ID or password, contact your administrator for assistance.

1. Start Epson Scan 2.
2. Make sure your product is selected, then select **Settings** from the **Scanner** drop-down list.
3. Select **Access Control**.
4. Enter your user name and password.
5. Click **OK**.

**Parent topic:** [Starting a Scan](#)

## Scanning with Document Capture Pro or Document Capture

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

[Scanning with Simple Scan in Document Capture Pro - Windows](#)

[Scanning with Job Scan in Document Capture Pro - Windows](#)




[Scanning with Document Capture - Mac](#)

**Parent topic:** [Starting a Scan](#)

### Scanning with Simple Scan in Document Capture Pro - Windows

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

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

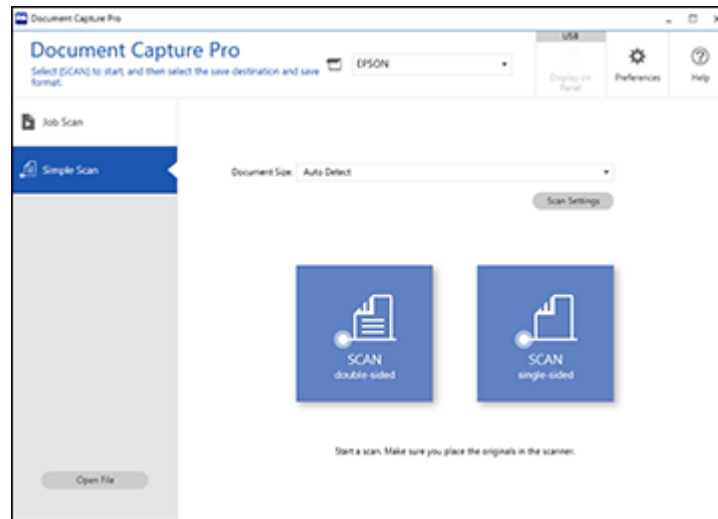
1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
  - **Windows 11:** Click , then search for **Document Capture Pro** and select it.
  - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
  - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window.

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

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

You see a window like this:



4. Select the size of your original from the **Document Size** menu.
5. If you want to change specific settings for the scan, click the **Scan Settings** button. Change any of the settings as necessary and click **OK**. For additional settings, click the **Detailed Settings** button on the Scan Settings screen.
6. Do one of the following:
  - To scan both sides of an original, select **SCAN double-sided**.
  - To scan the front side of an original, select **SCAN single-sided**.

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

7. Review and edit the scanned image as necessary and click **Next** when you are finished.
8. Select a destination for the scanned image, change any settings as necessary, and click **Complete**.




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

**Parent topic:** [Scanning with Document Capture Pro or Document Capture](#)

## Scanning with Job Scan in Document Capture Pro - Windows

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

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

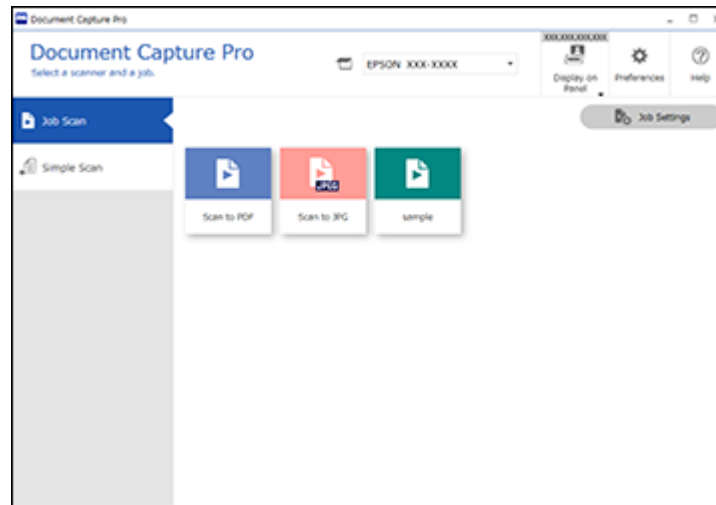
1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
  - **Windows 11:** Click , then search for **Document Capture Pro** and select it.
  - **Windows 10:** Click , and select **Epson Software > Document Capture Pro**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
  - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window.

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

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

You see a window like this:



4. Select one of the scan jobs (or click **Job Settings** to create a new scan job).  
The product scans the loaded original and saves it according to the job settings.
5. Depending on the settings for the scan job you selected, you may be able to view and edit the pages before saving them. If so, click **Complete** when finished.  
The scanned image is saved according to the job settings.

**Parent topic:** [Scanning with Document Capture Pro or Document Capture](#)

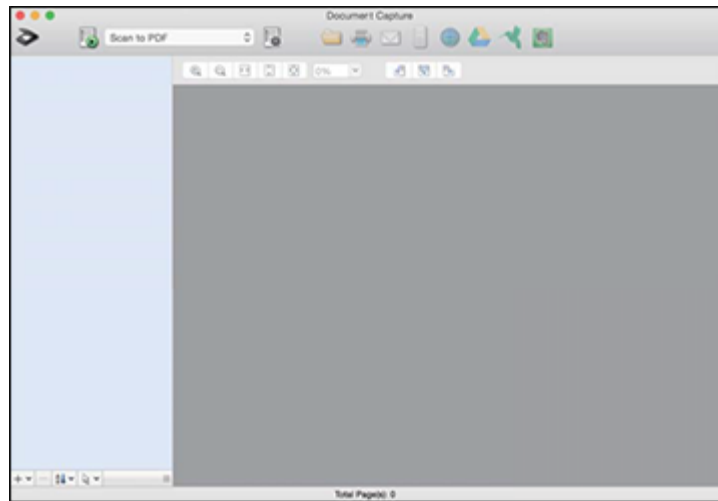
### Scanning with Document Capture - Mac

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

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

1. Load your original in the product.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

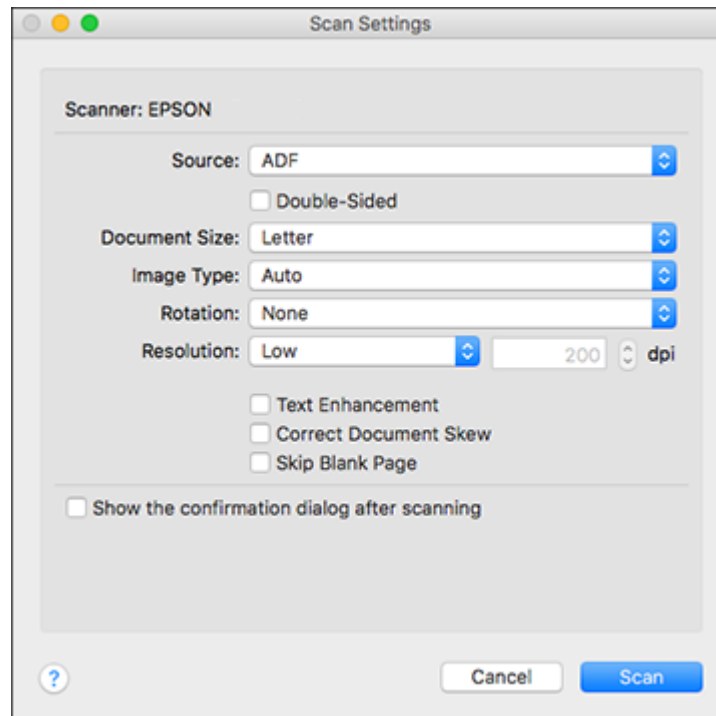
You see a window like this:




**Note:** You may need to select your product from the drop-down list.

3. Click the  scan icon.


You see a window like this:



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

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

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

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.
6. Click the  Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.
7. Click **Scan**.



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

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

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Click one of the destination icons to choose where to send your scanned files. (If you cannot see all of the icons, click the arrow next to the icons.) Change any settings as necessary.



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

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

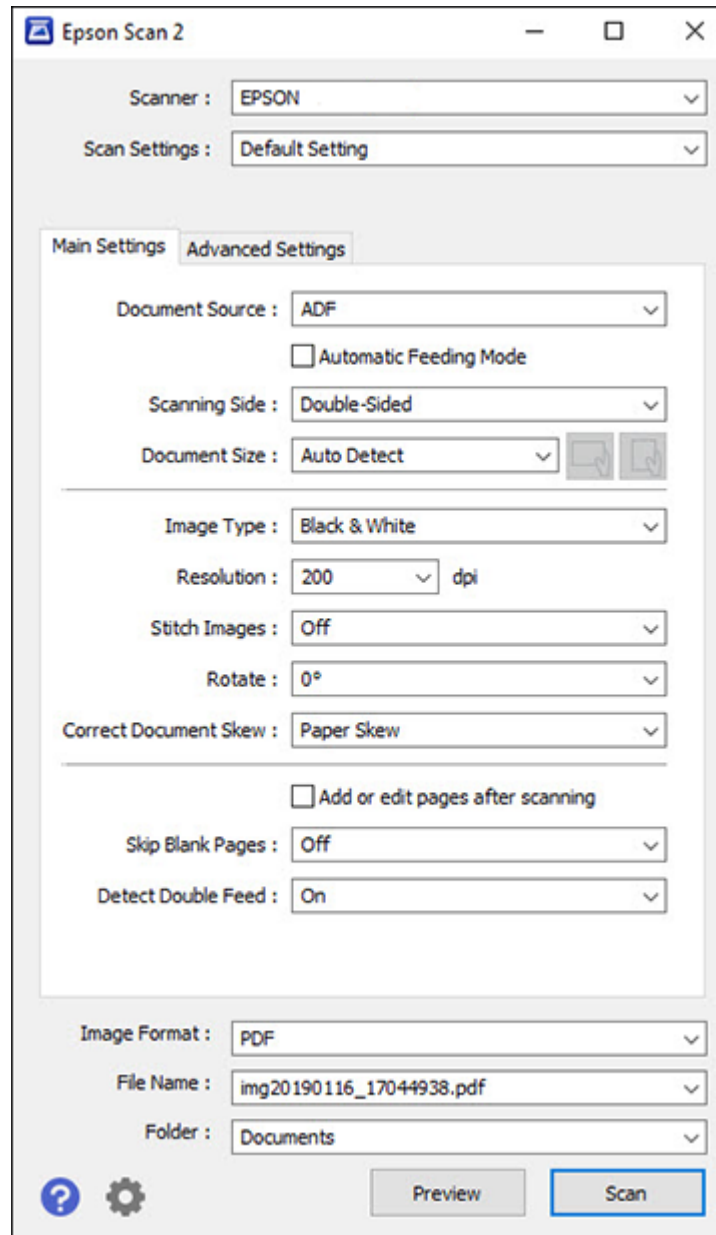
**Parent topic:** [Scanning with Document Capture Pro or Document Capture](#)

## Scanning in Epson Scan 2

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

1. Load your original in the product.
2. Start Epson Scan 2.

You see this window:



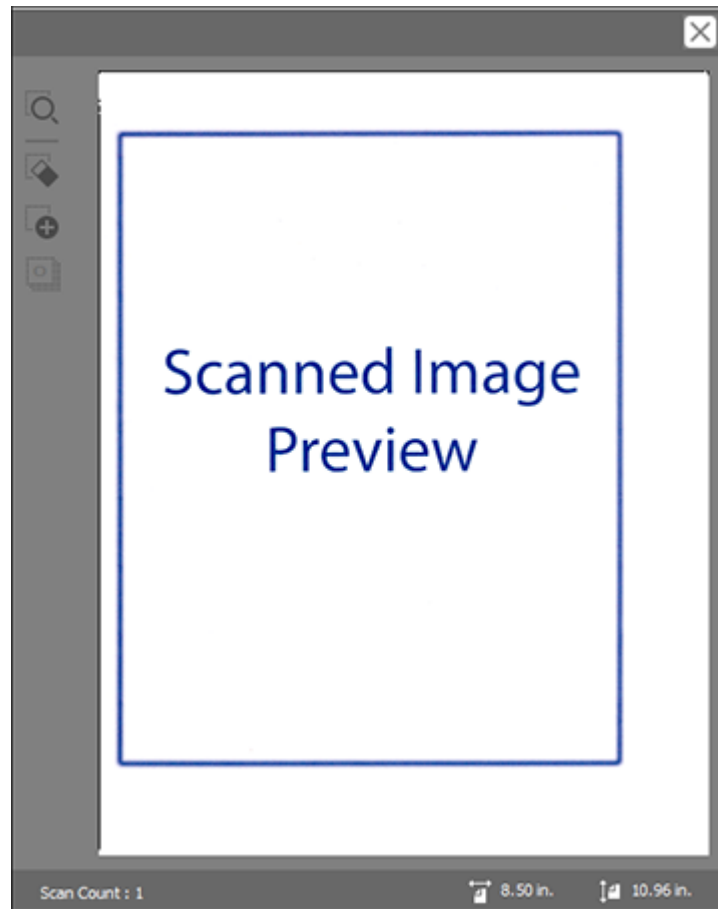
**Note:** The **Document Source** setting is automatically set to **ADF** for your product.

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

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

4. Select the **Scanning Side** setting that matches the sides of the original that you want to scan.
5. Select the **Document Size** setting that matches the size of your original, or select **Auto Detect** to have Epson Scan 2 automatically detect the size. You can select **Customize** to enter a custom size, if necessary.
6. Click on one of the orientation icons, if applicable.
7. Select your original image type and how you want it scanned as the **Image Type** setting, or select **Auto** to have Epson Scan 2 automatically detect the image type.
8. Select the **Resolution** setting you want to use for your scan.
9. Select any of the additional settings that you want to use on the **Main Settings** tab.
10. Click the **Advanced Settings** tab and select any settings that you want to use.
11. To see a preview of your scan with the settings you selected, click the **Preview** button.

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



12. Reinsert your original into the ADF.
13. If scanning an original in a carrier sheet or other special original, see the link at the end of this section for other setting requirements for special documents.
14. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.
15. Select **Settings** to modify the file name settings. Enter the file name for your scanned file in the **File Name** field.

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

17. 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](#)

[Saving Scanned Documents as a Searchable PDF Using Epson Scan 2](#)

[Scanning Settings for Special Documents](#)

[Image Format Options](#)

[Scan Resolution Guidelines](#)

**Parent topic:** [Starting a Scan](#)

**Related topics**

[Loading Originals](#)

### **Additional Scanning Settings - Main Settings Tab**

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

#### **Stitch Images**

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

#### **Rotate**

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

#### **Correct Document Skew**

Corrects skewed originals, image contents, or both.

#### **Add or edit pages after scanning**

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

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

**Skip Blank Pages**

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

**Detect Double Feed**

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

Parent topic: [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.

**Remove Background**

Removes the background of the originals.

**Text Enhancement**

Sharpens the appearance of letters in text documents.

**Auto Area Segmentation**

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

**Dropout**

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

**Color Enhance**

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

**Brightness**

Adjusts the overall lightness and darkness of the scanned image.

**Contrast**

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

**Gamma**

Adjusts the midtone density of the scanned image.

**Unsharp Mask**

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

**Descreening**

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

**Threshold**

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

**Edge Fill**

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

**Remove Punch Holes**

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

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

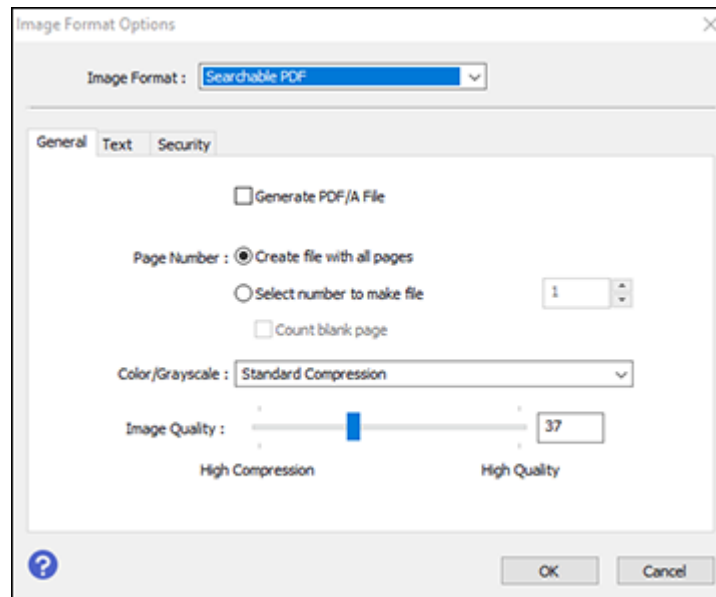
**Saving Scanned Documents as a Searchable PDF Using Epson Scan 2**

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

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

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

You see this window:



8. Select any of the options on the General tab.
9. Select the **Text** tab.
10. Make sure the language used in the document text is selected as the **Text Language** setting.
11. Select the **Security** tab if you want to add a password to the PDF or protect printing or editing properties.
12. Click **OK**.
13. Confirm the **File Name** setting and select a **Folder** setting for your document.
14. Click **Scan**.

The scanned image is saved as a searchable PDF.

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

### Scanning Settings for Special Documents

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



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

Type of original	Required settings
Envelope	Select <b>Off</b> as the <b>Detect Double Feed</b> setting.
Plastic card	Select <b>Plastic Card</b> as the <b>Document Size</b> setting or select <b>Off</b> as the <b>Detect Double Feed</b> setting.
Carrier sheet	If you select <b>Auto Detect</b> as the <b>Document Size</b> setting, paper skew is automatically corrected even if the <b>Correct Document Skew</b> setting is set to <b>Off</b> .  If you select a setting other than <b>Auto Detect</b> as the <b>Document Size</b> setting, you can only use <b>Contents Skew</b> as the <b>Correct Document Skew</b> setting. As paper skew is not applied in this case, only contents skew is corrected when you select the <b>Paper and Contents Skew</b> setting.
Large originals	If the <b>Document Size</b> list does not contain the document size you want to scan, select <b>Customize</b> to create a custom size.
Long paper	If the <b>Document Size</b> list does not contain the document size you want to scan, select <b>Customize</b> to create a custom size.
Laminated cards	To scan any transparent areas around the edges of the card, select <b>Settings</b> as the <b>Document Size</b> setting and either select the <b>Scan laminated card</b> checkbox or create a custom size.

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

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

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

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

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

- You will scan the image at 100% or smaller size.  
Select the resolution setting based on how you will use the scanned image:
  - Email/view on a computer screen/post on the web: 96 to 200 dpi
  - Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi

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

## Scanning Special Projects

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

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

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

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

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

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

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

**Parent topic:** [Starting a Scan](#)



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


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

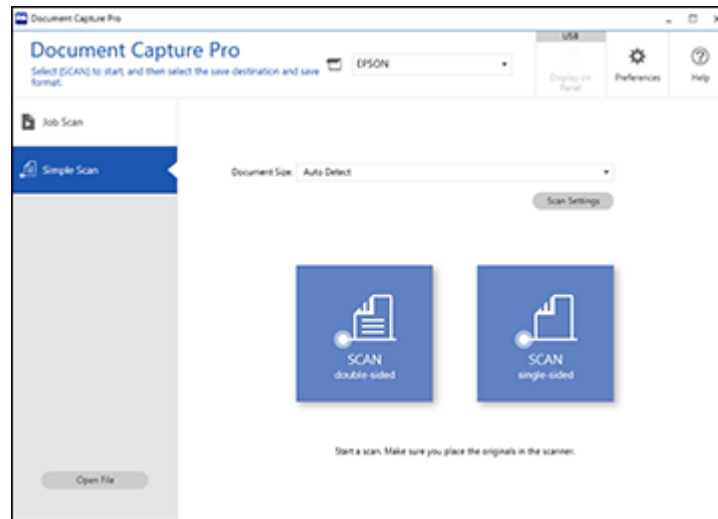
**Note:** Settings may vary depending on the software version you are using. Click the **Help** icon in Document Capture Pro at any time for more information.

1. Load your original in the product.

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

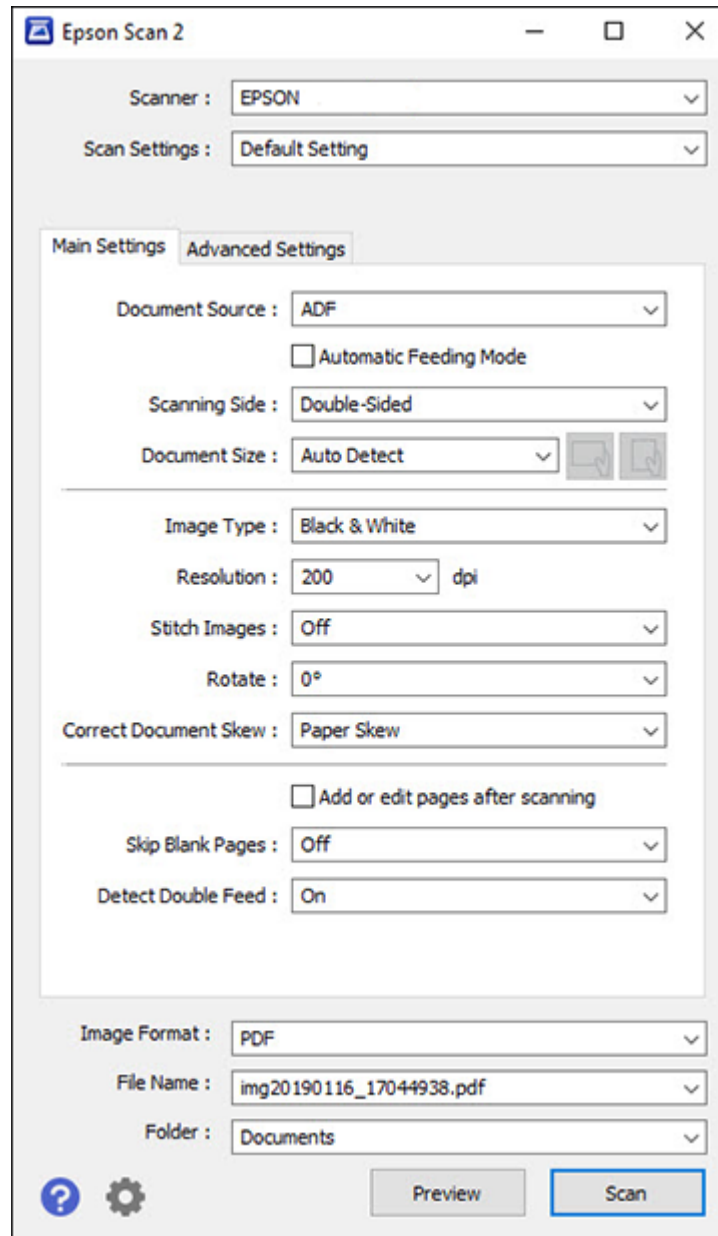
2. Do one of the following to start Document Capture Pro:
  - **Windows 11:** Click , then search for **Document Capture Pro** and select it.
  - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.

- **Windows (other versions):** Click  or **Start** and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.
3. Select the **Simple Scan** tab.  
You see a window like this:



4. Click **Scan Settings > Detailed Settings**.

You see an Epson Scan 2 window like this:



5. Select **Double-Sided** as the **Scanning Side** setting.
6. Select the original document size or **Auto Detect** as the **Document Size** setting.
7. Select one of the following as the **Stitch Images** setting:
  - **Top & Bottom**: Places the scanned images one above the other.
  - **Left & Right**: Places the scanned images side by side.
8. Select the **Advanced Settings** tab and verify that the **Edge Fill** setting is set to **None**.
9. Click **Save**.
10. Click **OK**.
11. Click **SCAN double-sided**.

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

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



12. Review and edit the scanned pages as necessary and click **Next** when you are finished.
13. Select a destination and any settings as necessary and click **Complete**.


**Parent topic:** [Scanning Special Projects](#)

### Scanning Multi-Page Originals as Separate Files - Windows

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

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

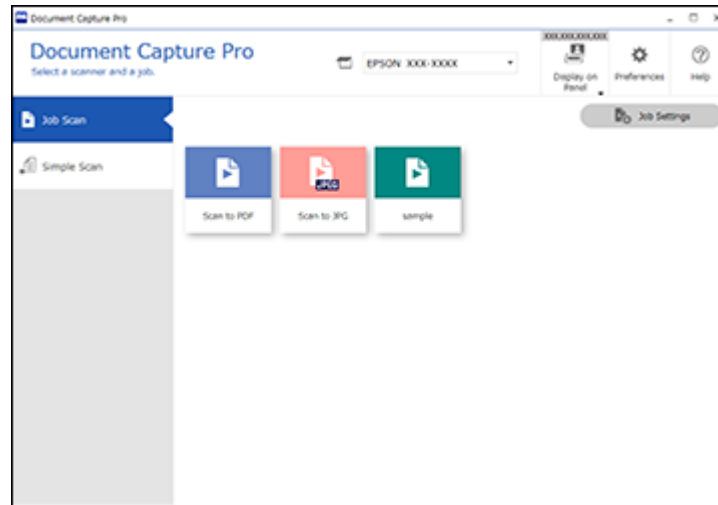
1. Load your multi-page original in the product.
2. Do one of the following to start Document Capture Pro:
  - **Windows 11:** Click , then search for **Document Capture Pro** and select it.
  - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.

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

You see the Document Capture Pro window.

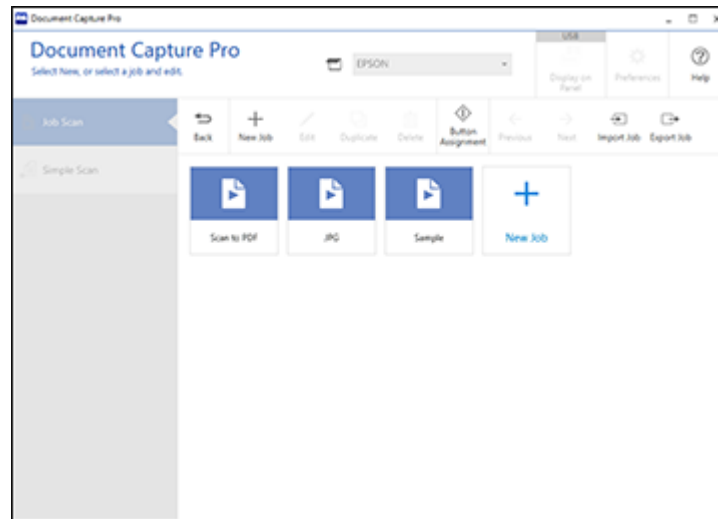
3. Select the **Job Scan** tab.

You see a window like this:



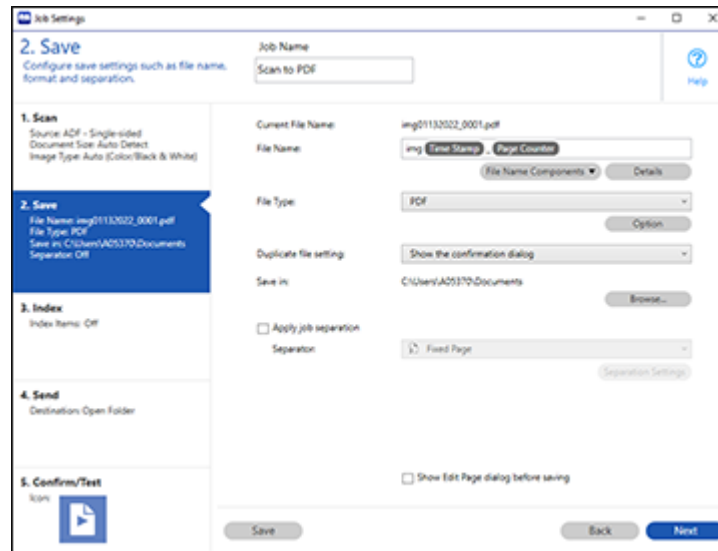
4. Click the **Job Settings** button.

You see a window like this:



5. Select **New Job** and select the scan settings. Click **Next** when finished.

You see a window like this:





6. Select the **Apply job separation** checkbox.
7. Select the method you want to use to separate the originals as the **Separator** setting. Click **Separation Settings** to specify the settings for the selected option.
8. Finish creating the new scan job and click **Save**.
9. Click **Back** on the Job Settings screen.




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

**Parent topic:** [Scanning Special Projects](#)

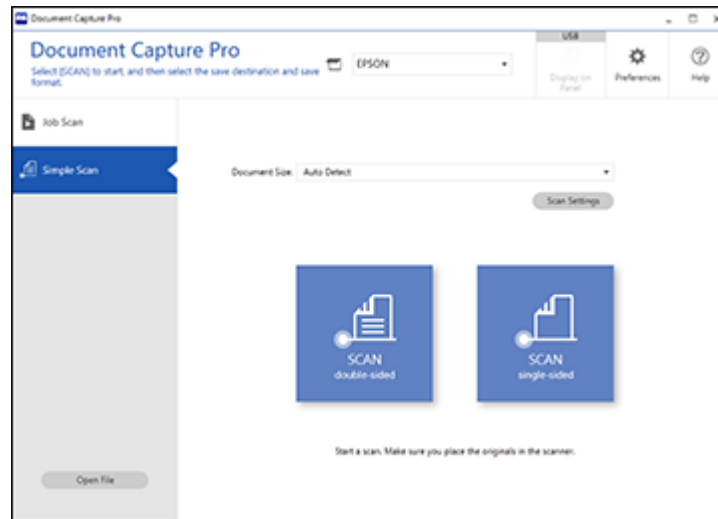
### **Saving a Scan as an Office Format File - Windows**

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

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

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
  - **Windows 11:** Click , then search for **Document Capture Pro** and select it.
  - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
  - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.
3. Select the **Simple Scan** tab.

You see a window like this:



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

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

5. Do one of the following:
  - To scan the front side of an original, select **SCAN single-sided**.
  - To scan both sides of an original, select **SCAN double-sided**.

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

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

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

7. Click one of the destination icons (except **Print**) to choose where to send your scanned files. You see the settings window.
8. Select the Office format file you want to use from the **File Type** drop-down list.
9. Click **Option** to display additional settings.

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

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

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

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

**Parent topic:** [Scanning Special Projects](#)

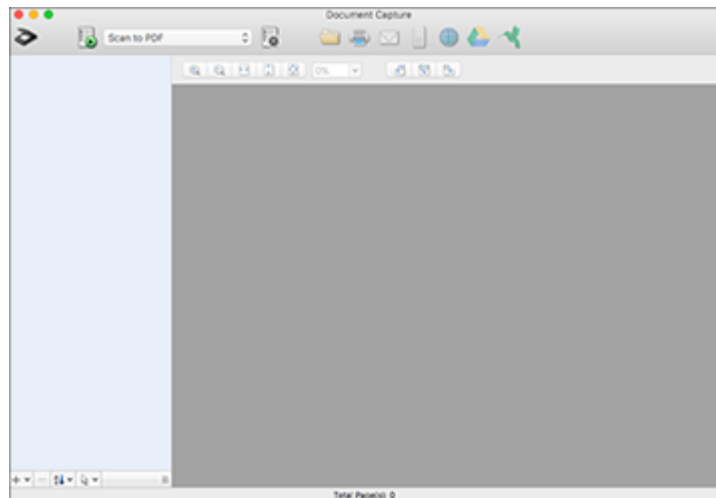
### **Saving a Scan as an Office Format File - Mac**

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

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

1. Load your original in the product for scanning.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

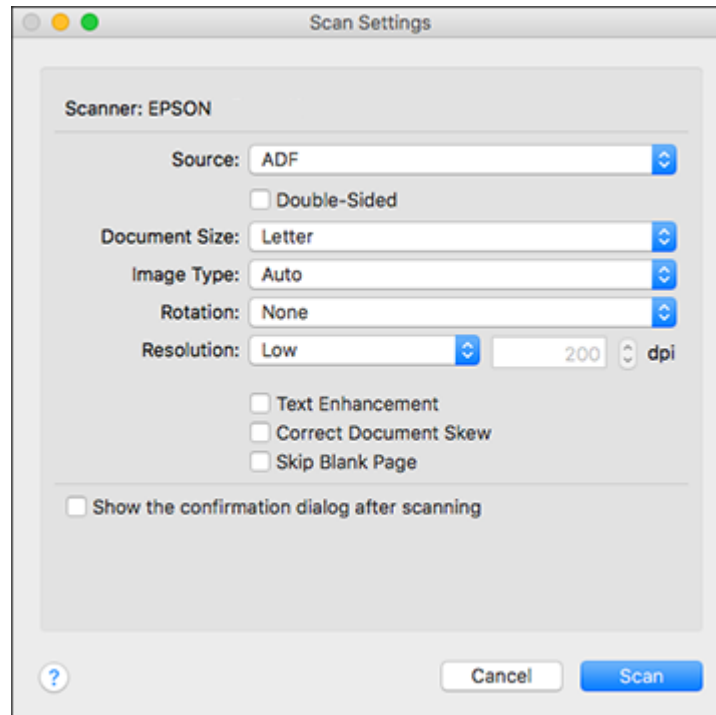
You see a window like this:




**Note:** You may need to select your scanner from the scanner list.

3. Click the  **Scan** icon.


You see a window like this:



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

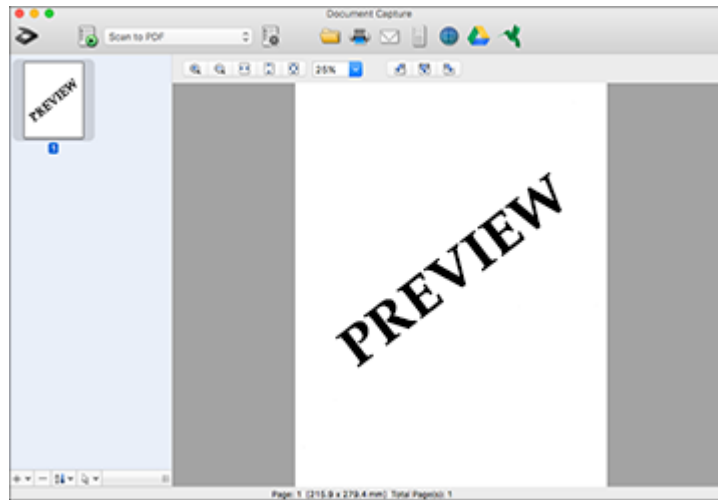
4. Select any displayed scan settings you want to use.

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

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.
6. Click the  Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.

7. Click **Scan**.

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



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

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Open the **File** menu at the top of the Mac desktop and select **Save As**.
11. Select **DOCX** (Word) or **XLSX** (Excel) as the **File Type** setting.

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

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

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






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

**Parent topic:** [Scanning Special Projects](#)

### Scanning to a SharePoint Server or Cloud Service - Windows

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

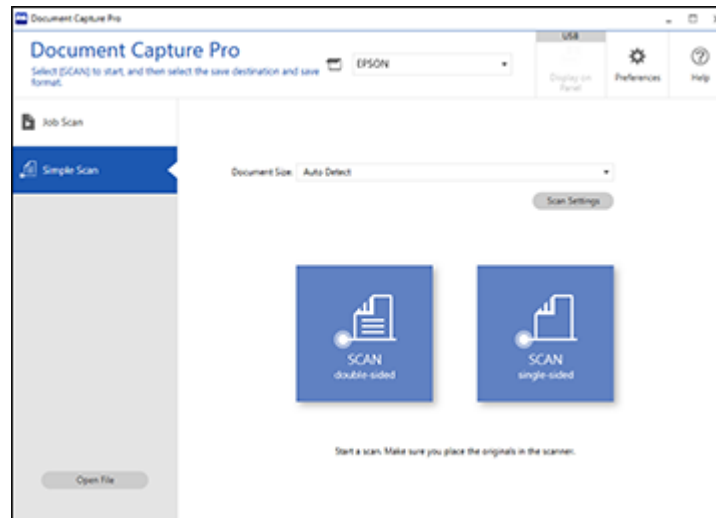
**Note:** The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
  - **Windows 11:** Click , then search for **Document Capture Pro** and select it.
  - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
  - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window.

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

You see a window like this:



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

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

5. Do one of the following:
  - To scan both sides of an original, select **SCAN double-sided**.
  - To scan the front side of an original, select **SCAN single-sided**.

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

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

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

7. Click one of the cloud server or service destination icons. You see the settings window.
8. Enter any required information to set up the destination. You may need to log in to your cloud service to authenticate the connection and allow Document Capture Pro to access the cloud service.

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

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

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

**Parent topic:** [Scanning Special Projects](#)

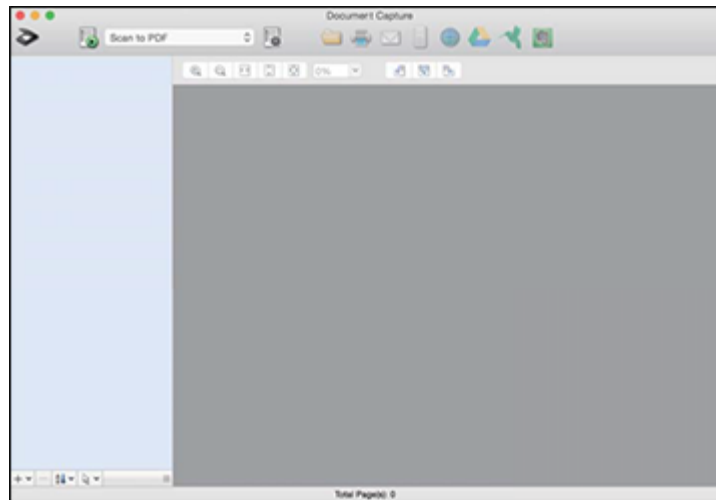
### Scanning to a SharePoint Server or Cloud Service - Mac

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


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

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

You see a window like this:



**Note:** You may need to select your product from the drop-down list.

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

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



4. Click **Scan**.  
You see a preview of your scan in the Document Capture window.
5. Click one of the cloud service Destination icons to choose where to save your scanned file. (If you cannot see all of the icons, the service software may not be installed, the service may not be available on your platform, or you need to click the arrow next to the icons.)  
You see the Transfer Settings window.
6. Enter any required information to set up the destination. You may need to log in to your cloud service to authenticate the connection and allow Document Capture to access the cloud service. If you have previously created a saved setting for the destination, select it from the drop-down list.
7. Adjust any save settings, then click **OK** or **Send**, depending on the destination.  
Your originals are scanned and uploaded to the indicated server or cloud service.

Parent topic: [Scanning Special Projects](#)

## Scanning Using Automatic Feeding Mode

In Automatic Feeding Mode, scanning starts automatically when originals are loaded into the ADF. This is useful when you want to scan originals one by one, or add originals to the current scanning process.

You can also use Automatic Feeding Mode when you are using Document Capture Pro.

1. Make sure you installed the product software and connected the product to your computer or network.
2. Start Epson Scan 2.

**Note:** If you are using Document Capture Pro, you can open the Epson Scan 2 window by clicking the **Detailed Settings** button on the scan settings screen.

3. Select **Automatic Feeding Mode** on the Main Settings tab.
4. Select other scan settings in the Epson Scan 2 main window, as necessary.
5. Click **Scan**.

Automatic Feeding Mode starts.

**Note:** If you are using Document Capture Pro, click **Save** to save the scan settings. Automatic Feeding Mode will start when you start scanning.

6. Click **Finish** on the confirmation screen.

7. Place the original in the ADF and adjust the edge guides.

Scanning starts automatically.

**Note:** You can select **Scanner Settings** on the product's control panel to change the settings before scanning.

8. After scanning stops, place the next original in the ADF. Repeat this procedure until you have scanned all originals.

**Parent topic:** [Starting a Scan](#)

## Using Mopria Scan

Mopria Scan enables scanning from Mopria certified multifunction printers and scanners from many manufacturers. You can use the Mopria Scan app to scan from your Android phone or tablet (Android v4.4 or later) to your Epson product or any Mopria Scan certified product from other manufacturers. The Mopria Scan app is available on the Google Play Store.

**Note:** For details and support on Mopria Scan, [click here](#). Some Amazon Fire tablets also use Mopria Scan.

1. Connect your Epson product to your wireless network. See the link at the end of this section.
2. Place the originals.
3. On your Android device, download and install the Mopria Scan app from Google Play.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to scan. From an Android application such as Chrome or Gmail, tap **Attach**, **Open**, or **Add**, and then tap **Scan using Mopria**. Select your Epson product, select your scan settings, and tap **Scan**. Tap **Done** to send the scan to your app.

**Parent topic:** [Starting a Scan](#)

### Related concepts

[Connecting to an Existing Wi-Fi Network](#)

## Scanning with AirPrint

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



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

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

**Note:** For details, see the macOS User Guide.

**Parent topic:** [Starting a Scan](#)

**Related topics**

[Loading Originals](#)

## Scanning Using a Chromebook

You can scan using a Chromebook.

1. Load your originals.
2. Connect your product to the same network that your Chromebook is connected to, or connect the product to your Chromebook with a USB cable.
3. Open the **Scan** app on your Chromebook.  
Select the time in the bottom-right of the screen > click the **Settings** icon > select **Advanced** in the bottom-left of the screen > select **Printers and scanners** > select **Scan**.
4. Select your scanner from the list.

5. Select other scan settings as needed, then select **Scan** to start scanning from your Chromebook.

**Note:** For details and support on scanning using a Chromebook, [click here](#). Some Amazon Fire tablets also use Mopria Scan.

**Parent topic:** [Starting a Scan](#)

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## Using the Control Panel Menus

Follow the instructions in these sections to access the control panel menus and select settings.

[Basic Settings Menu](#)

[Scanner Settings Menu](#)

[Edit Home Menu](#)

[User Settings Menu](#)

[Network Settings Menu](#)

[Web Service Settings Menu](#)

[Document Capture Pro Menu](#)

[Contacts Manager Menu](#)

[System Administration Menu](#)

[Device Information Menu](#)

[Scanner Maintenance Menu](#)

[Roller Replacement Alert Setting](#)

[Regular Cleaning Alert Settings](#)

### Basic Settings Menu

Select the **Basic Settings** menu to customize various display and power settings.

Setting	Options	Description
LCD Brightness	1 to 9	Adjusts LCD screen brightness
Sounds	Button Press	Adjusts the volume of control panel sounds
	Error Tone	Adjusts the volume of error or authentication failure notifications

Setting	Options	Description
<b>Sleep Timer</b>	1 to 60 minutes	Adjusts the time period for entering sleep mode when the product has not performed any operations; the LCD screen turns black when sleep mode is enabled  <b>Note:</b> If you are logged in to the control panel as an administrator, you will be logged out when the product enters sleep mode.
<b>Power Off Settings or Power Off Timer</b>  <b>Note:</b> Setting varies by region.	<b>Off</b> <b>30min - 12h</b>	Adjusts the time period for automatically powering off the product when it has not performed any operations  Select <b>Power Off If Inactive</b> to turn the product off automatically if it is not used for a specified period of time.  Select <b>Power Off If Disconnected</b> to turn the product off after a specified period of time when all ports including the USB port are disconnected.  <b>Note:</b> This setting may not be available in all regions.
<b>Direct power on</b>	<b>Enable</b> <b>Disable</b>	Select <b>Enable</b> to turn on the product directly when the product is connected to the power source without pressing the power button
<b>Date/Time Settings</b>	<b>Date/Time</b>	Enter the current date and time
	<b>Daylight Saving Time</b>	Select the daylight saving option in your area
	<b>Time Difference</b>	Set the time difference for coordinated universal time (UTC)
<b>Language</b>	Various languages	Select the language used on the LCD screen

Setting	Options	Description
<b>Keyboard</b>	Various options	Change the layout of the keyboard displayed on the LCD screen
<b>Operation Time Out</b>	<b>Off</b> <b>On</b>	Causes the LCD screen to return to the home screen after a specified period of inactivity  <b>Note:</b> If you are logged in as an administrator, you will be logged out when the product returns to the home screen.
<b>PC Connection via USB</b>	<b>Enable</b> <b>Disable</b>	Select <b>Disable</b> to restrict access to your product from a USB-connected computer

Parent topic: [Using the Control Panel Menus](#)

## Scanner Settings Menu

Select the **Scanner Settings** menu to customize scanning options.

Setting	Options	Description
<b>Slow</b>	<b>Off</b> <b>On</b>	Slows down the scanning speed during scanning  Select <b>On</b> when scanning originals that are likely to jam (such as thin paper) or when scanning different types or sizes of originals at once.
<b>Double Feed Stop Timing</b>	<b>Immediate</b> <b>After Eject</b>	Set the timing to stop operations when a double feed is detected  Select <b>Immediate</b> to stop scanning immediately after any double feed is detected.  Select <b>After Eject</b> to stop scanning the next original.

Setting	Options	Description
<b>DFDS Function</b>	<b>Off</b> <b>On</b>	<p>Skips double feed detection once and continues scanning</p> <p>Select <b>On</b> when scanning originals (such as plastic cards or envelopes) that are frequently detected as double feeds.</p>
<b>Paper Protection</b>	<b>Off</b> <b>On-Low</b> <b>On-Medium</b> <b>On-High</b>	<p>Stops scanning immediately when the following conditions are detected:</p> <ul style="list-style-type: none"> <li>• A paper feed error has occurred</li> <li>• An original is fed at an angle</li> <li>• The combination of the original and the scanner position does not match</li> </ul> <p>If no errors are detected, select <b>On-High</b> to increase the sensitivity.</p> <p>If errors are detected incorrectly, select <b>On-Low</b> to decrease the sensitivity.</p> <p>Select <b>On-Medium</b> to detect stapled originals and skewed originals that the lower setting could not detect.</p> <p>Select <b>Off</b> to disable the feature when scanning plastic cards or thick paper.</p> <p><b>Note:</b> Some feed errors may not be accurately detected. If detection does not work correctly, try changing the settings.</p>
<b>Glass Dirt Detection</b>	<b>Off</b> <b>On-Low</b> <b>On-High</b>	<p>Detects dirt on the glass surface inside the scanner</p> <p>If no stains are detected, select <b>On-High</b>.</p> <p>If stains are detected incorrectly, select <b>On-Low</b> or <b>Off</b></p> <p><b>Note:</b> Some stains may not be accurately detected. If detection does not work correctly, try changing the settings.</p>



Setting	Options	Description
<b>Ultrasonic Double Feed Detection</b>	<b>Off</b> <b>On</b>	<p>Detects a double feed error when multiple originals are fed and stops scanning</p> <p><b>Note:</b> Some originals, such as envelopes, plastic cards, and originals with labels or stickers, may not be accurately detected. If detection does not work correctly, try changing the settings.</p>
<b>Automatic Feeding Mode Timeout</b>	<b>Off</b> <b>10sec - 300sec</b>	Set the timeout period when using Automatic Feeding Mode
<b>Confirm Recipient</b>	<b>Off</b> <b>On</b>	Check the destination before scanning

Parent topic: [Using the Control Panel Menus](#)

## Edit Home Menu

Select the **Edit Home** menu to customize the home screen display.

Setting	Description
<b>Layout</b>	Allows you to change the layout of the icons on the home screen
<b>Add Icon</b>	Allows you to add icons to <b>Presets</b> , or restore icons that were previously removed from the screen
<b>Remove Icon</b>	<p>Allows you to remove selected icons from the home screen</p> <p>To restore removed icons, select <b>Add Icon</b> or <b>Restore Default Icon Display</b>.</p>
<b>Move Icon</b>	Allows you to rearrange the icons on the home screen
<b>Restore Default Icon Display</b>	Allows you to restore the default display settings for the home screen

Parent topic: [Using the Control Panel Menus](#)

### **Related topics**

[Customizing the Control Panel Display](#)

## **User Settings Menu**

Select the **User Settings** menu to change the initial scanning settings for the following functions:

- Scan to Network Folder/FTP
- Scan to Email
- Scan to USB Drive
- Scan to Cloud

**Parent topic:** [Using the Control Panel Menus](#)

## **Network Settings Menu**

Select the **Network Settings** menu to configure your product's network settings.

Setting	Options	Description
<b>Wi-Fi Setup</b>	<b>Router</b>	Displays the available Wi-Fi connection methods Select <b>Router</b> to access the following menus: <ul style="list-style-type: none"> <li>• <b>Wi-Fi Setup Wizard</b></li> <li>• <b>Push Button Setup(WPS)</b></li> <li>• <b>Others (PIN Code Setup(WPS), Wi-Fi Auto Connect, Disable Wi-Fi)</b></li> </ul>
	<b>Wi-Fi Direct</b>	Displays the Wi-Fi Direct (Simple AP) settings Select <b>Start Setup &gt; Change</b> to change the following settings: <ul style="list-style-type: none"> <li>• <b>Change Network Name:</b> Changes the Wi-Fi Direct network name (SSID)</li> <li>• <b>Change Password:</b> Changes the Wi-Fi Direct password</li> <li>• <b>Change Frequency Range:</b> Changes the frequency range (2.4 GHz or 5 GHz) used for connecting to the scanner (this setting may not be available in all regions)</li> <li>• <b>Disable Wi-Fi Direct:</b> Disables Wi-Fi Direct (all devices connected to the product via Wi-Fi Direct will be disconnected)</li> <li>• <b>Restore Default Settings:</b> Restores all Wi-Fi Direct settings to their defaults</li> </ul>
<b>Wired LAN Setup</b>	—	Allows you to change from a Wi-Fi connection to a wired LAN connection
<b>Network Status</b>	<b>Wired LAN/Wi-Fi Status</b>	Displays current communication status and connection settings
	<b>Wi-Fi Direct Status</b>	Displays the number of connected devices and connection settings
	<b>Email Server Status</b>	Displays current status and connection settings for the email server

Setting	Options	Description
<b>Advanced</b>	Various settings	Displays advanced information, such as TCP/IP settings. You can enable or disable other network settings.

**Parent topic:** [Using the Control Panel Menus](#)

**Related topics**

[Wi-Fi or Wired Networking](#)

## Web Service Settings Menu

You can set up Epson Connect services via the **Web Service Settings** menu. See the link below for more information

**Parent topic:** [Using the Control Panel Menus](#)

**Related tasks**

[Setting Up Epson Connect Services](#)

## Document Capture Pro Menu

Select the **Document Capture Pro** menu to create and manage groups of settings related to scanning and document processing tasks.

**Parent topic:** [Using the Control Panel Menus](#)

**Related tasks**

[Adding and Assigning Scan Jobs with Document Capture Pro - Windows](#)

[Adding and Assigning Scan Jobs with Document Capture - Mac](#)

## Contacts Manager Menu

Select the **Contacts Manager** menu to customize your contacts list.

Setting	Description
<b>Register/Delete</b>	Allows you to add, edit, or delete scanning email and network folder/FTP contacts
<b>Frequent</b>	Allows you to register frequently used contacts for easy access

Setting	Description
<b>View Options</b>	Allows you to change the way the contact list is displayed
<b>Search Options</b>	Allows you to select the criteria to use when searching for contacts

**Parent topic:** [Using the Control Panel Menus](#)

**Related tasks**

[Registering Contacts for Email, Network, or FTP Scanning - Control Panel](#)

[Registering Contacts for Email, Network, or FTP Scanning - Web Config](#)

[Scanning to a Network Folder or FTP Server](#)

## System Administration Menu

Select the **System Administration** menu to configure security settings and update firmware.

Setting	Options	Description
<b>Contacts Manager</b>	<b>Register/Delete</b>	Lets you add, edit, or delete scanning email and network folder/FTP contacts
	<b>Frequent</b>	Registers frequently used contacts for easy access
	<b>View Options</b>	Selects whether to display contacts in
	<b>Search Options</b>	Determines the criteria to use when searching for contacts
<b>Admin Settings</b>	<b>Admin Password</b> <b>Lock Setting</b>	Lets you add or change the administrator password. If you choose to add a password, set the <b>Lock Setting</b> to <b>On</b> to enable password entry for certain features and settings.

Setting	Options	Description
<b>Restrictions</b>	<b>Access to Register/Delete Contacts</b>	Allows users to register new contacts or edit and delete existing contacts
	<b>Access to Recent of Scan to Email</b>	Controls the display of the recent Scan to Email entries
	<b>Access to Language</b>	Allows users to change the display language on the control panel
	<b>Protection of Personal Data</b>	Controls the display of potentially sensitive contact information (such as IP addresses) for non-administrators. When enabled, displays hidden information as ****.
<b>Access Control</b>	<b>Access Control</b>	Select <b>On</b> to restrict product features; users must authenticate before they can access features
	<b>Accept Unknown User Jobs</b>	Select whether or not to allow jobs that do not have the necessary authentication information
<b>Password Encryption</b>	<b>Off</b> <b>On</b>	Encrypts your password
<b>Program Verification on Start Up</b>	<b>Off</b> <b>On</b>	At start up, the scanner checks if unauthorized third parties have tampered with the program. If any issues are detected, the scanner does not start.
<b>Customer Research</b>	—	Select <b>Approve</b> to provide product usage information such as the number of scans to Epson
<b>WSD Settings</b>	<b>Enable</b> <b>Disable</b>	Enable or disable the Web Service for Devices (WSD) feature

Setting	Options	Description
<b>Restore Default Settings</b>	<b>Network Settings</b>	Select <b>Yes</b> to restore all network settings to their defaults
	<b>All Except Network Settings</b>	Select <b>Yes</b> to restore all settings to their defaults (except network settings)
	<b>All Settings</b>	Select <b>Yes</b> to restore all settings to their defaults  <b>Note:</b> All data registered to the product including the contacts will be deleted. You cannot restore deleted settings.
<b>Firmware Update</b>	<b>Update</b>	Updates to the latest firmware
	<b>Notification</b>	Select <b>On</b> to receive a notification whenever a firmware update is available

Parent topic: [Using the Control Panel Menus](#)

## Device Information Menu

Settings on the **Device Information** menu let you display information about the product's settings.

Setting	Description
<b>Serial Number</b>	Displays the serial number of the scanner
<b>Current Version</b>	Displays the current firmware version
<b>Total Number of Scans</b>	Displays the total number of scans
<b>Number of 1-Sided Scans</b>	Displays the number of single-sided scans
<b>Number of 2-Sided Scans</b>	Displays the number of double-sided scans
<b>Number of Scans of Carrier Sheet</b>	Displays the number of scans using a carrier sheet

Setting	Description
<b>Number of Scans After Replacing Roller</b>	Displays the number of scans after replacing the roller assembly kit To reset the roller counter, select <b>Device Information &gt; Number of Scans After Replacing Roller &gt; Yes</b> .
<b>Number of Scans After Regular Cleaning</b>	Displays the number of scans after performing regular cleaning To reset the roller counter, select <b>Device Information &gt; Number of Scans After Regular Cleaning &gt; Yes</b> .
<b>Authentication Device Status</b>	Displays the status of the authentication device
<b>Epson Open Platform Information</b>	Displays the status of the Epson Open Platform

Parent topic: [Using the Control Panel Menus](#)

## Scanner Maintenance Menu

Select the **Scanner Maintenance** menu to run nozzle checks, cleaning cycles, and other maintenance operations.

**CAUTION:** Follow the instructions in the topic links below the table to use these menu settings correctly.

Setting	Description
<b>Roller Cleaning</b>	Displays how to clean the roller inside the scanner
<b>Roller Replacement</b>	Displays how to replace the roller assembly kit
<b>Regular Cleaning</b>	Displays how to clean the inside of the scanner
<b>Glass Cleaning</b>	Displays how to clean the glass surface inside the scanner

Parent topic: [Using the Control Panel Menus](#)

### Related tasks

[Cleaning Inside Your Product](#)

[Replacing the Rollers](#)



## Roller Replacement Alert Setting

Select the **Roller Replacement Alert Setting** menu if you want to set an alert to appear to remind you to replace the roller after a certain number of scans. Select **Count Alert Setting** to set the number of scans before the notification appears.

**Parent topic:** [Using the Control Panel Menus](#)

### Related tasks

[Changing Roller Replacement Alert Settings](#)

## Regular Cleaning Alert Settings

Select the **Regular Cleaning Alert Settings** menu to set an alert to appear to remind you to perform regular cleaning after a certain number of scans.

Setting	Description
<b>Warning Alert Setting</b>	Sends a notification when it is time to clean inside the product
<b>Count Alert Setting</b>	Changes the number of scans before the notification appears

**Parent topic:** [Using the Control Panel Menus](#)

### Related tasks

[Changing Regular Cleaning Alert Settings](#)

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# Cleaning and Transporting Your Product

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

[Cleaning Your Product](#)

[Cleaning Inside Your Product](#)

[Checking the Roller Counter](#)

[Replacing the Rollers](#)

[Updating Applications and Firmware](#)

[Transporting Your Product](#)

## Cleaning Your Product

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

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

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

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

4. Clean the LCD screen with a soft, dry cloth.

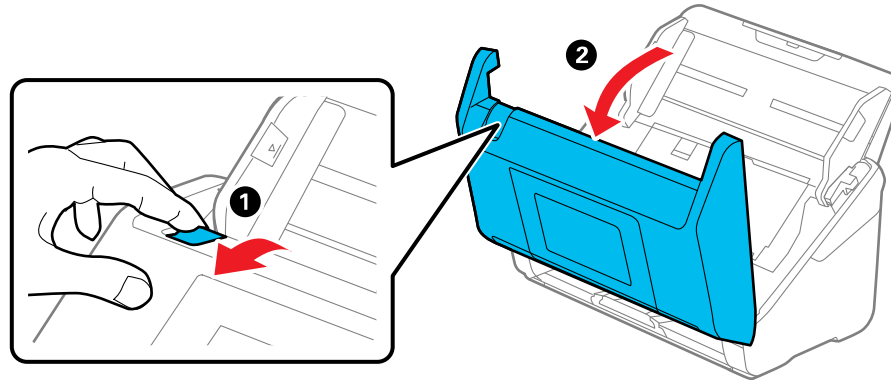
**Parent topic:** [Cleaning and Transporting Your Product](#)

## Cleaning Inside Your Product

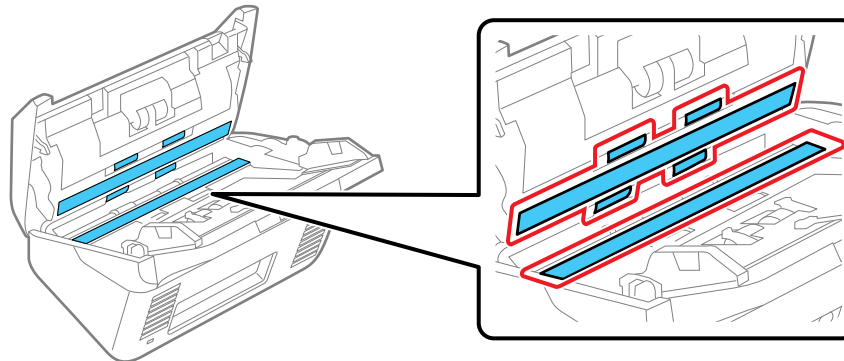
Clean your product regularly to make sure that no dust builds up on the glass scanning surfaces. Dust can cause spots or lines in your scanned images. Clean the inside of the product every 5,000 scans. You can check the latest number of scans using the Epson Scan 2 Utility.

**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 product and unplug the AC adapter.
2. Disconnect any connected cables.
3. Pull down on the cover open lever and open the scanner cover.

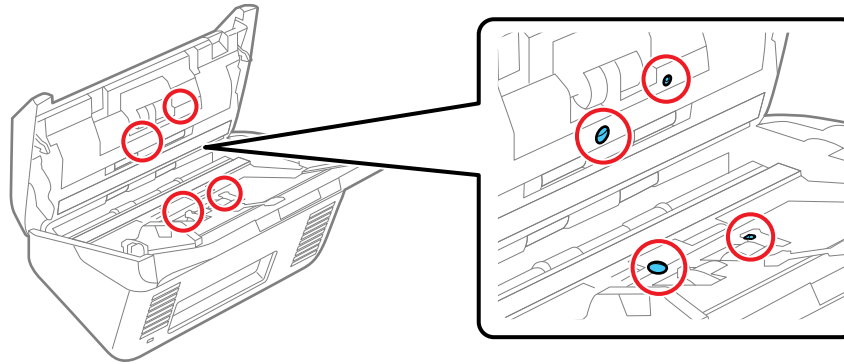


4. Use a genuine Epson cleaning kit or a soft cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with grease or some other hard-to-remove material, use a genuine Epson cleaning kit to remove stains. Use a small amount of cleaner on the cleaning cloth to remove the stains. Wipe off all remaining liquid.



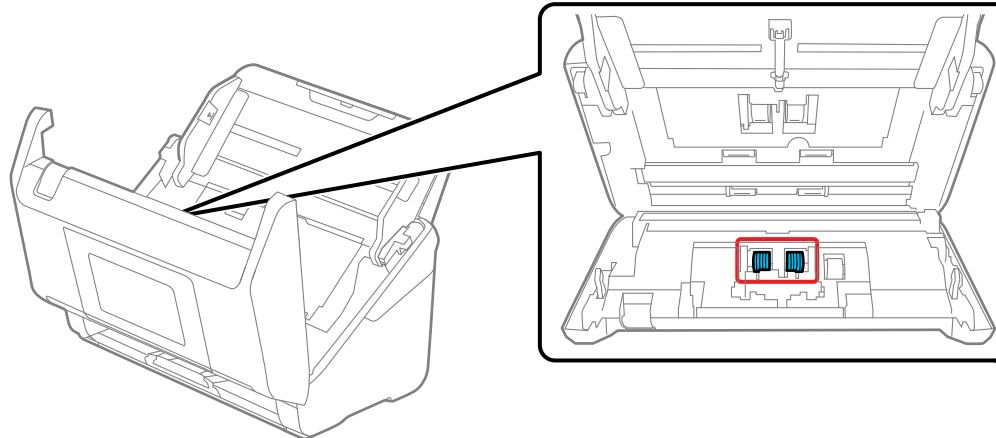
**CAUTION:** Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass. Do not use a brush or a hard tool. Any scratches on the glass may affect the scan quality.

5. Use a cotton swab to wipe off any dust or dirt on the sensors shown here.



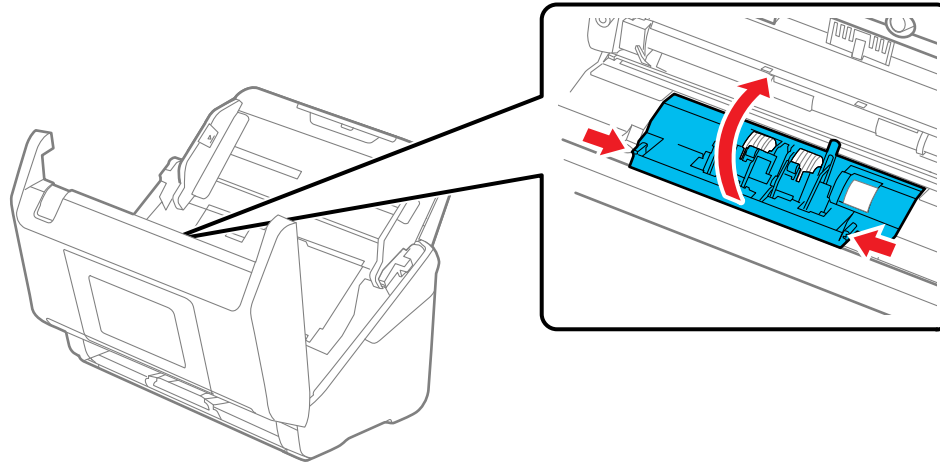
**CAUTION:** Do not use liquid or glass cleaner on the cotton swab.

6. Locate the separation roller.

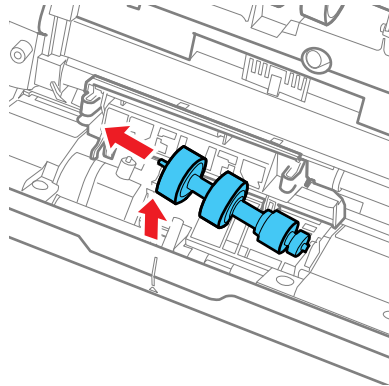


7. Squeeze the tabs on the sides of the separation roller cover and open the cover.

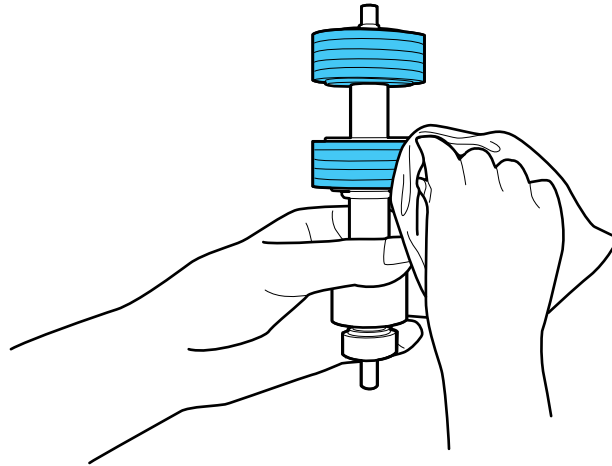
**CAUTION:** Be careful not to apply too much force when opening the cover.



8. Slide the separation roller to the left and remove it.

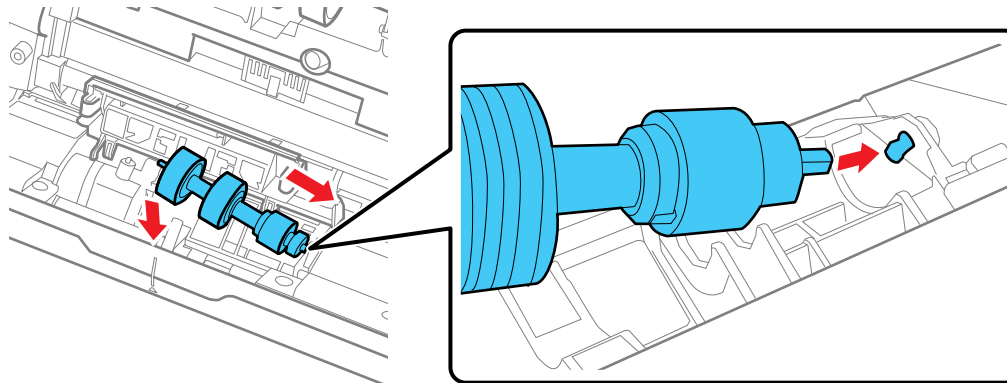


9. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.



**CAUTION:** Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller. Do not spray cleaners directly inside the product; always spray cleaners on a cleaning cloth to slightly dampen the cloth. Wipe off any excess cleaner with a dry, lint-free cloth.

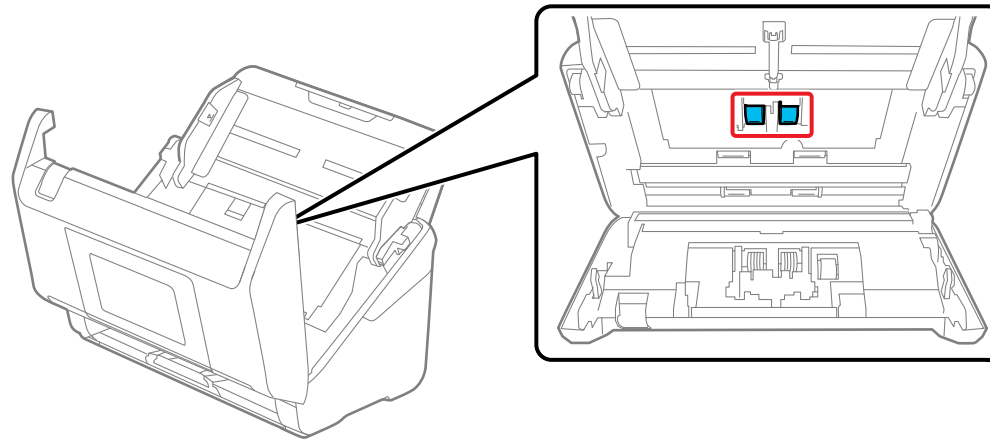
10. To replace the separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.



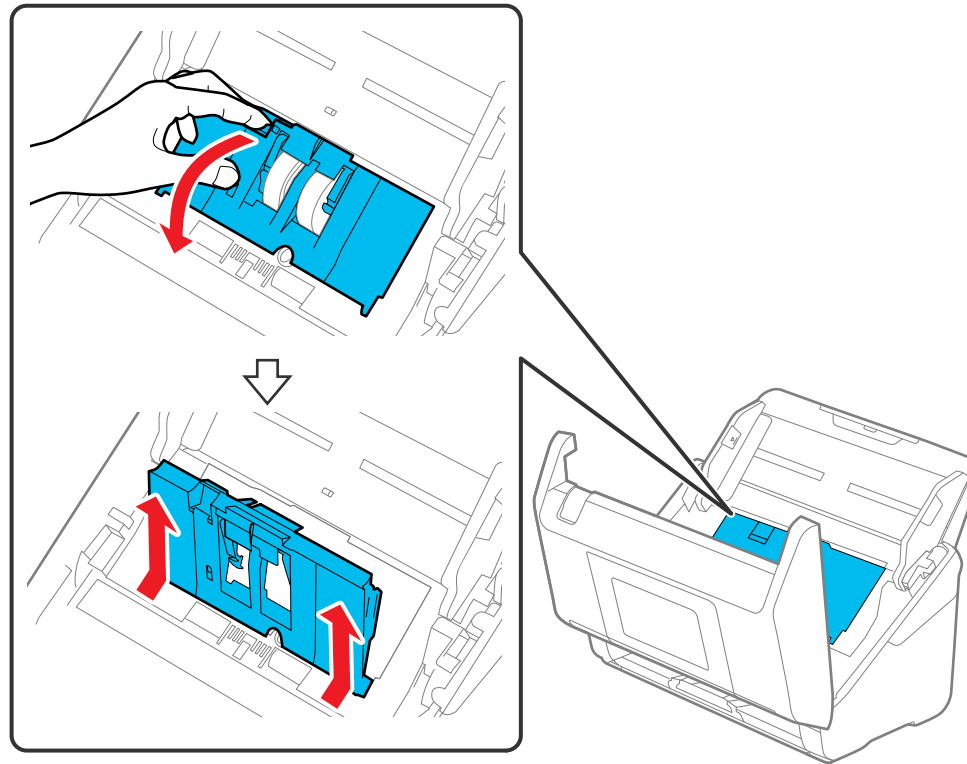
11. Close the separation roller cover until you hear it click into place.

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

12. Locate the pickup roller.

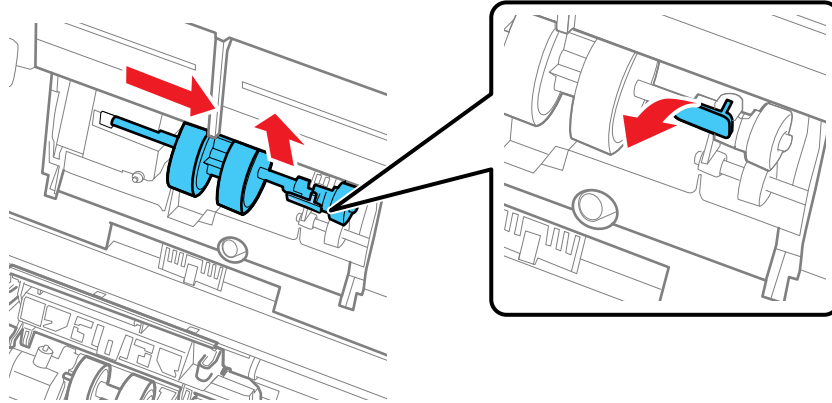


13. Press down on the pickup roller cover latch and pull up the cover to remove it.



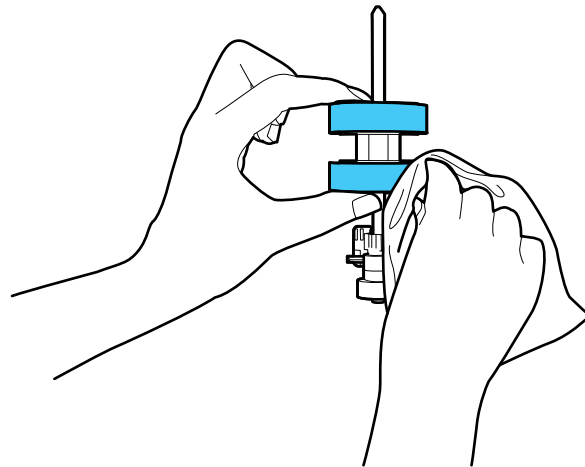


14. Pull down the tab on the pickup roller and slide the roller to the right to remove it.



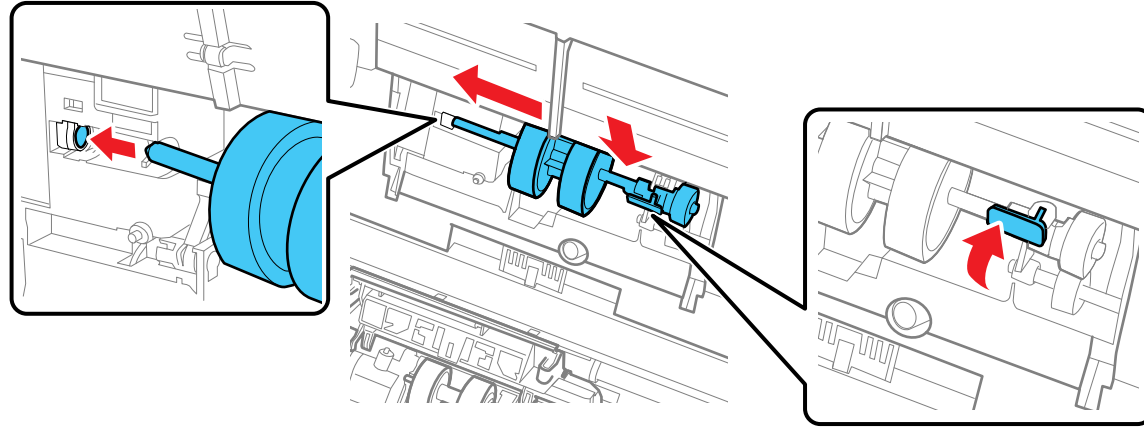
**Note:** Do not use force to pull out the pickup roller; doing so may damage the inside of the product.

15. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.

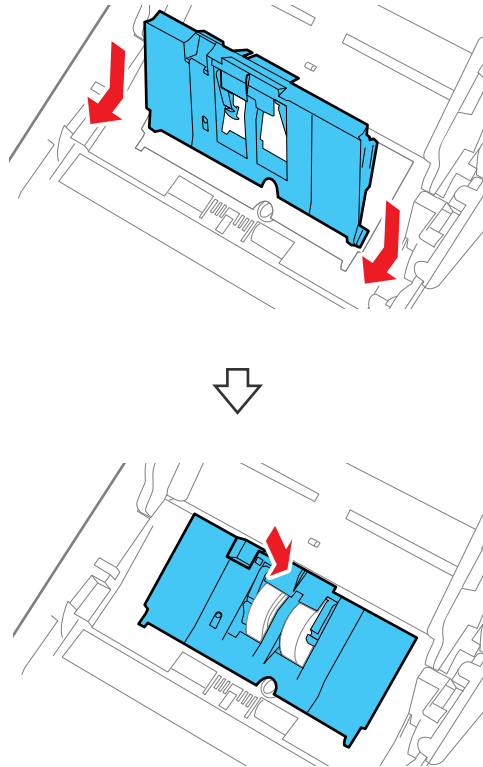


**CAUTION:** Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.



16. To replace the pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



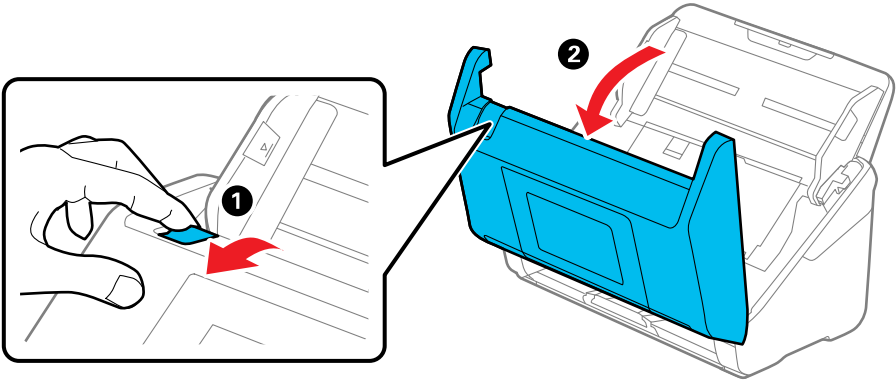
17. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



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

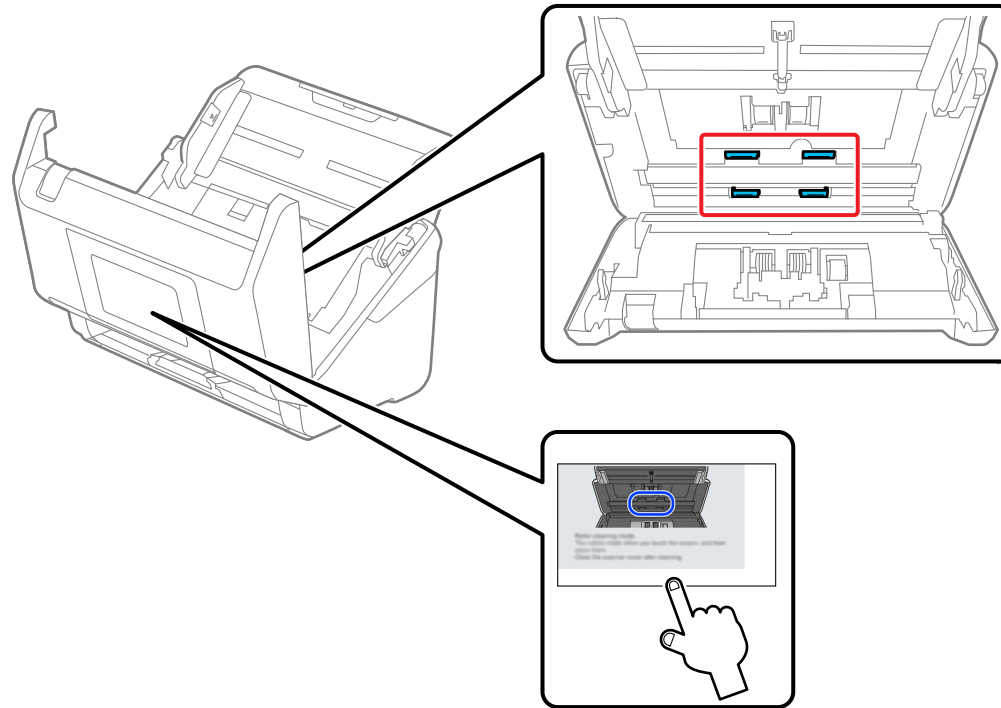
18. Close the scanner cover.
19. Plug in the AC adapter and press the  power button to turn on the product.
20. Press the  home button, if necessary, and select **Scanner Maintenance**.
21. Select **Roller Cleaning**.

22. Pull down on the cover open lever and open the scanner cover.



The product enters roller cleaning mode.

23. Slowly rotate the rollers shown here by tapping anywhere on the LCD screen. Use a genuine Epson cleaning kit or 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.



**CAUTION:** Be careful not to get your hands or hair caught in the rollers as they rotate.

24. Close the scanner cover.

The product automatically exits roller cleaning mode.


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




**Related references**

[Optional Accessories and Replacement Parts](#)

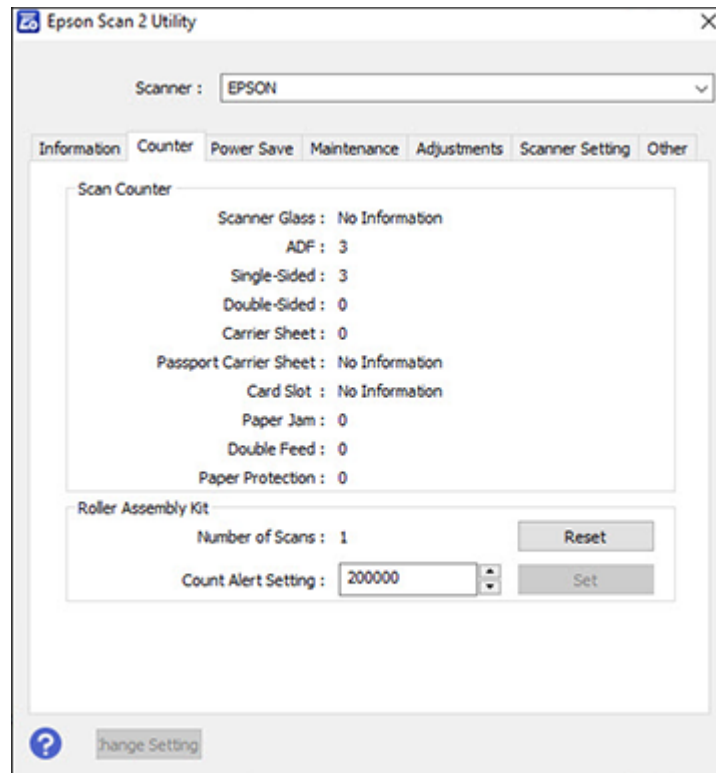
## Checking the Roller Counter

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

**Note:** To check the roller counter from the product's control panel, press the  home button, if necessary, and select **Scanner Maintenance > Roller Replacement**.

1. Make sure the product is turned on and connected to your computer.
2. Do one of the following to open the Epson Scan 2 Utility:
  - **Windows 11:** Click , then search for **Epson Scan 2 Utility** and select it.
  - **Windows 10:** Click  and select **EPSON > Epson Scan 2 Utility**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
  - **Windows 7:** Click  > **All Programs > EPSON > 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 in the **Number of Scans** field exceeds the life cycle of the rollers, it is time to replace the rollers.

**Note:** In the above screen, the life cycle of the rollers is the default number displayed in the **Count Alert Setting** field. The life cycle may vary depending on the paper type.

5. Close the Epson Scan 2 Utility.

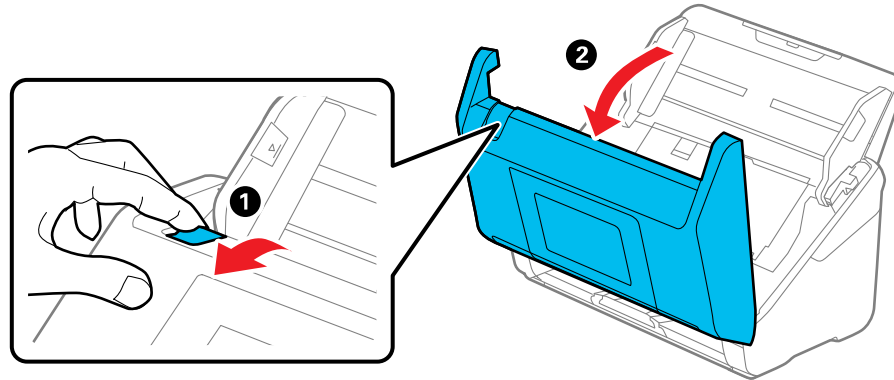
**Parent topic:** [Cleaning and Transporting Your Product](#)

## Replacing the Rollers

Replace the product's rollers when the number of scans exceeds the life cycle of the rollers. Check the roller counter to see when you need to replace the rollers.

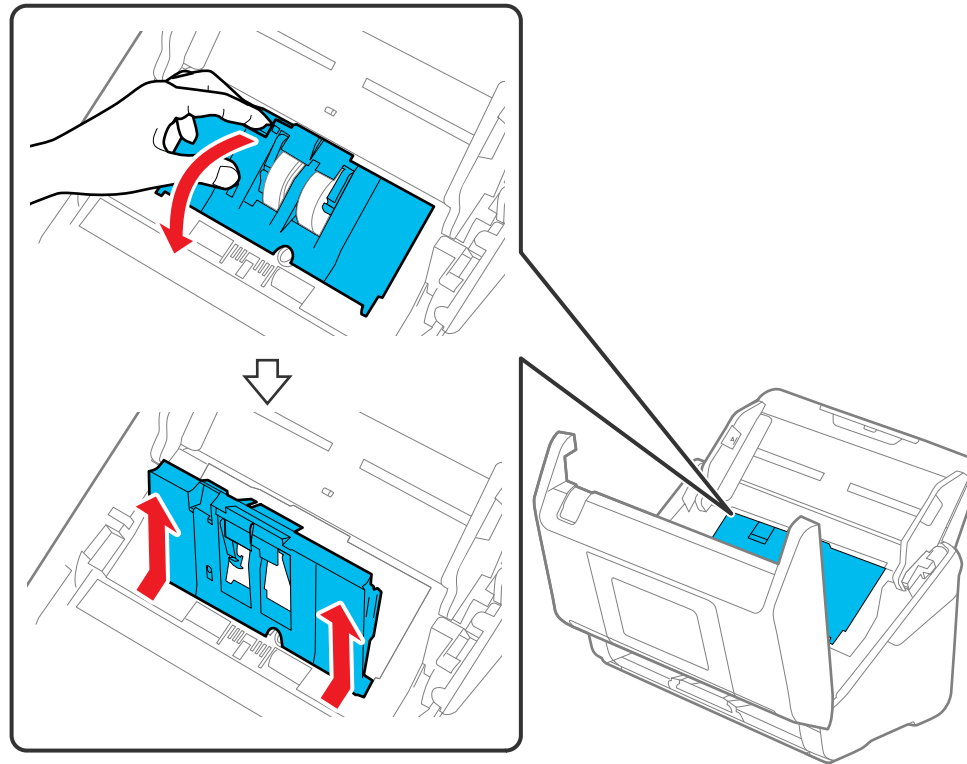
**Note:** Frequent use of textured media may cause premature wear on the rollers. If frequent paper jams occur before the life cycle of the rollers is exceeded, try cleaning the rollers. In some cases, the rollers may need to be replaced before the number of scans exceeds the life cycle of the rollers.

1. Turn off the product.
2. Unplug the AC adapter.
3. Disconnect any connected cables.
4. Pull down on the cover open lever and open the scanner cover.

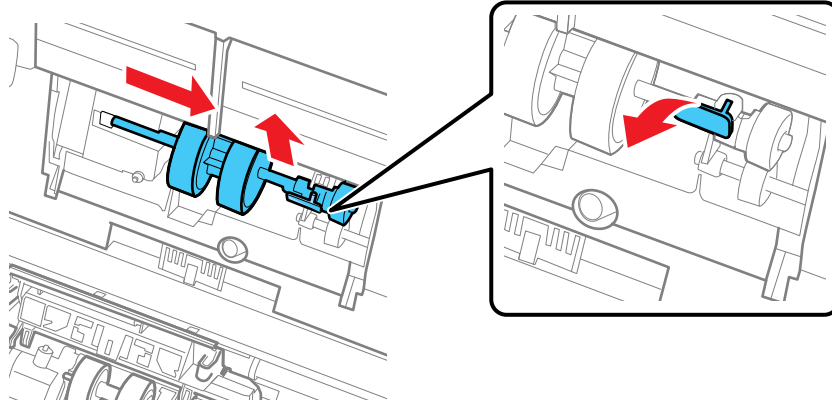




5. Press down on the pickup roller cover latch and pull up the cover to remove it.

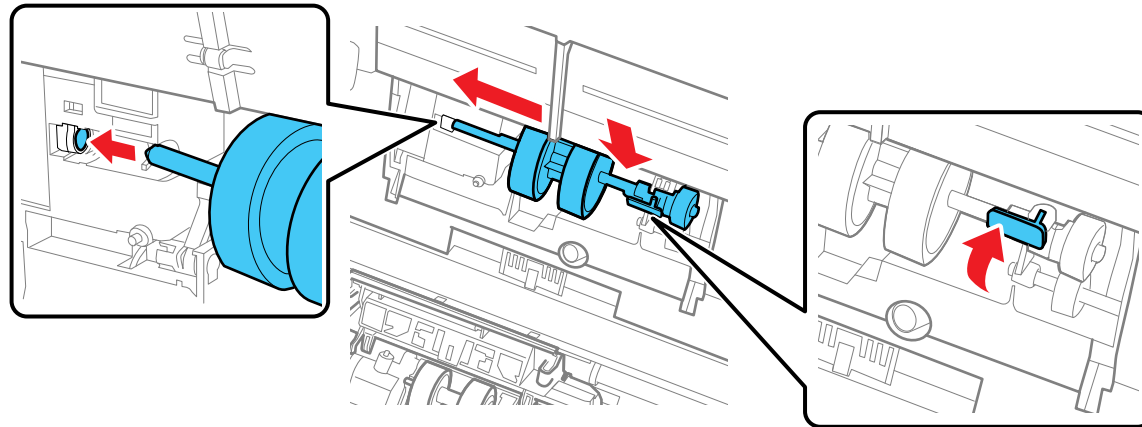


6. Pull down the tab on the pickup roller and slide the roller to the right to remove it.

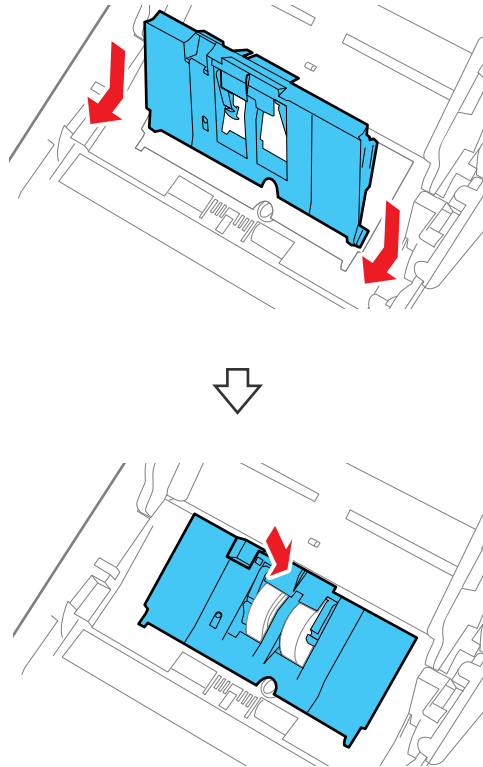


**Note:** Do not use force to pull out the pickup roller; doing so may damage the inside of the product.

7. To install the new pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



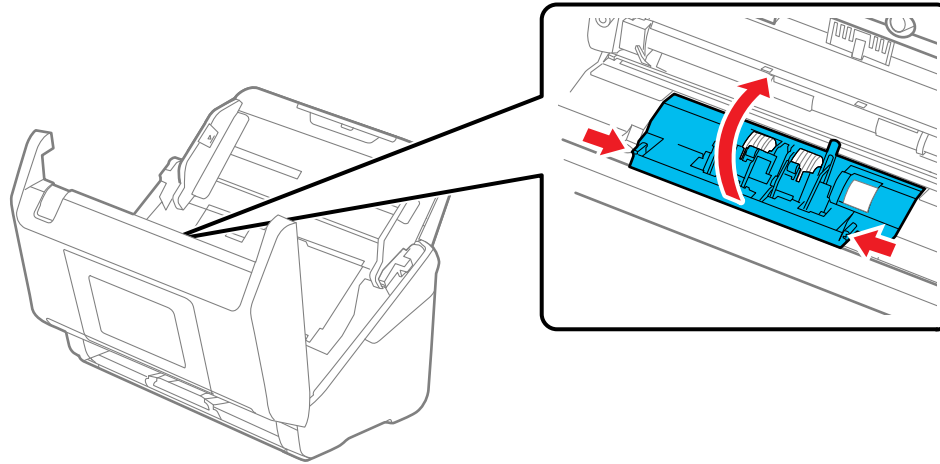
8. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



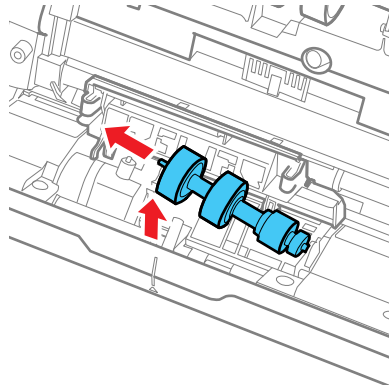
**Note:** If you are not able to close the cover, the pickup roller is not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

9. Squeeze the tabs on the sides of the separation roller cover and open the cover.

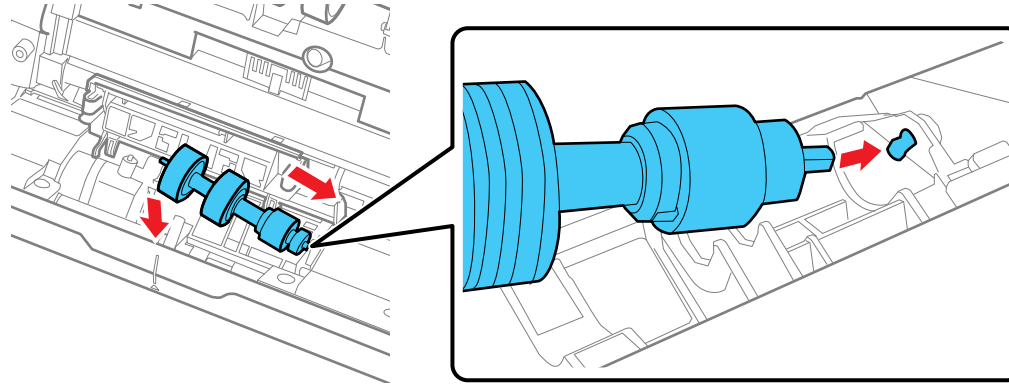
**CAUTION:** Be careful not to apply too much force when opening the cover.



10. Slide the separation roller to the left and remove it.



11. To install a new separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.



12. Close the separation roller cover until you hear it click into place.

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

13. Close the scanner cover.
14. Connect any disconnected cables.
15. Plug in the AC adapter and turn on the product.
16. Reset the roller counter.

**Note:** Make sure to dispose of the pickup roller and the separation roller following the rules and regulations of your local authority. Do not disassemble them.

[Resetting the Roller Counter](#)

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

**Related references**

[Optional Accessories and Replacement Parts](#)

## Resetting the Roller Counter

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

1. Press the  home button, if necessary.
2. Select **Scanner Maintenance > Roller Replacement > Reset the Number of Scans > Number of Scans After Replacing Roller > Yes.**



**Note:** To reset the roller counter from your computer using the Epson Scan 2 Utility, open the Epson Scan 2 Utility, click the **Counter** tab and select **Roller Assembly Kit > Reset.**

Parent topic: [Replacing the Rollers](#)

## Updating Applications and Firmware

You may be able to solve certain problems and improve or add functions by updating the applications and firmware to the latest version.

**CAUTION:** Do not turn off the computer or the scanner while updating.

1. Make sure that the scanner and the computer are connected, and that the computer is connected to the internet.
2. Start **EPSON Software Updater** and update the applications or firmware.
  - **Windows 11:** Click , then search for **EPSON Software Updater** and select it.
  - **Windows 10:** Click , then select **Epson Software > EPSON Software Updater.**
  - **Windows 8.x:** Enter the application name in the search charm, and then select the displayed icon.
  - **Windows 7:** Click the start button, and then select **All Programs** or **Programs > Epson Software > EPSON Software Updater.**
  - **Mac OS:** Select **Finder > Go > Applications > Epson Software > EPSON Software Updater.**

**Note:** If you cannot find the application you want to update in the list, you cannot update the application using the EPSON Software Updater. Check for the latest versions of the applications on the Epson support website.

## Updating the Firmware using the Control Panel

If the product can be connected to the Internet, you can also update the product's firmware using the control panel and set the product to regularly check for firmware updates and notify you if any are available.

1. Select **Settings** on the home screen.
2. Select **System Administration > Firmware Update > Update**.

**Note:** Select **Notification > On** to set the scanner to regularly check for available firmware updates.

3. Check the message displayed on the screen and start searching for available updates.
4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

**CAUTION:** Do not turn off or unplug the product until the update is complete; otherwise, a malfunction may occur.

**Note:** If the firmware update is unsuccessful, the product does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the product is turned on. In this case, you need to update the firmware again using a computer. Connect the product to the computer with a USB cable and download the latest firmware from the Epson website. Then follow the on-screen instructions to update the firmware. (You cannot update the firmware over a network connection if "Recovery Mode" is still displayed on the LCD screen.)

## Updating Firmware without Connecting to the Internet

You can download the product's firmware from the Epson website on the computer, and then connect the product and the computer via USB cable to update the firmware. If you cannot update over the network, try this method.

**Note:** Make sure Epson Scan 2 is installed on your computer. If Epson Scan 2 is not installed, download the software from the Epson website and install it on your computer.

1. Download the latest firmware from the Epson website.
2. Connect your product to the computer using a USB cable.
3. Double-click the downloaded .exe file to start the Epson Firmware Updater.
4. Follow the on-screen instructions to update the firmware.

## Updating the Firmware Using Web Config

To update the firmware using Web Config, select the **Device Management** tab > **Firmware Update**, check the displayed message, and then click **Start**.

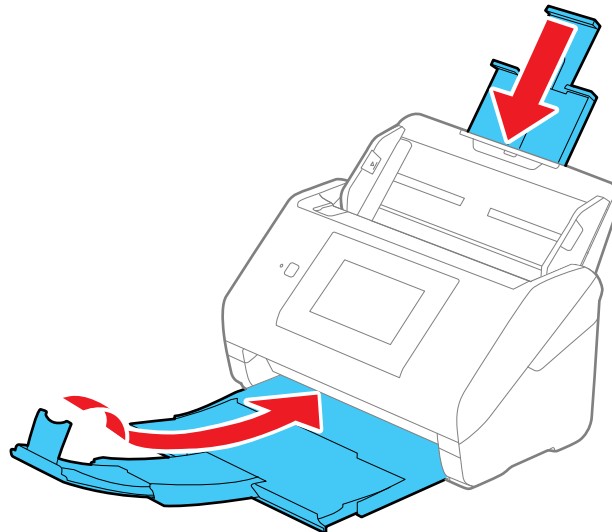
**Note:** You can also update the firmware using Epson Device Admin. You can visually confirm the firmware information on the device list. See the Epson Device Admin guide or help for more details.

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

## Transporting Your Product

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

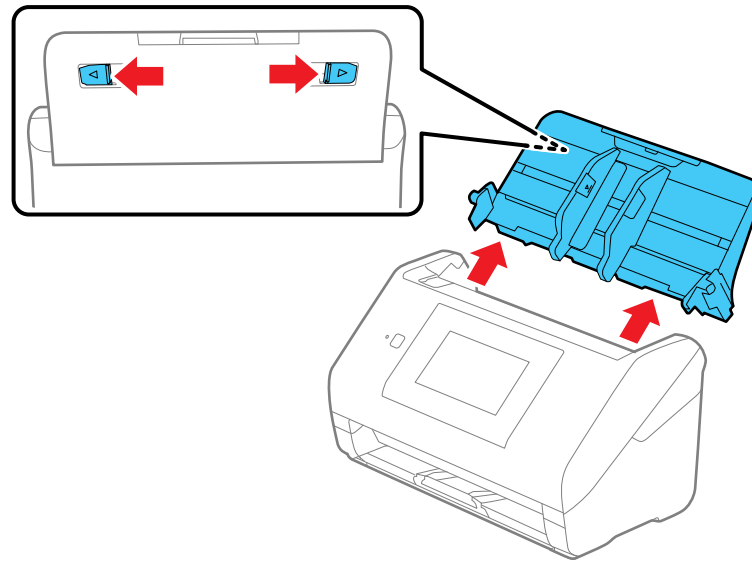
1. Turn off the product and unplug the AC adapter.
2. Disconnect any connected cables.
3. Remove the paper alignment plate, if attached.
4. Close the input tray extension and the output tray.



**Note:** Make sure the output tray is securely closed.



5. Push apart the latches on the back on the input tray and lift the input tray off of the product.



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

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

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# Administering Your Product

Follow the instructions in these sections to configure your product's administrator settings using the Web Config software.

**Note:** Before you can configure system administration settings, you must connect the product to a network.

[Notes on the Administrator Password](#)  
[System Administration Settings](#)  
[Connecting the Product to the Network](#)  
[Accessing the Web Config Utility](#)  
[Using Epson Device Admin Configuration Software](#)  
[Registering an Email Server](#)  
[Configuring Product Settings](#)  
[Importing and Exporting Product Settings](#)  
[Restricting Features Available for Users](#)  
[Disabling the External Interface](#)  
[Disabling Network Scanning](#)  
[Disabling WSD Scan](#)  
[Using Your Product on a Secure Network](#)

**Related topics**

[Wi-Fi or Wired Networking](#)

## Notes on the Administrator Password

This product allows you to set an administrator password to prevent unauthorized third parties from accessing or changing the product settings or the network settings stored in the product when it is connected to a network.

If you set an administrator password, you need to enter the password when changing settings in configuration software such as Web Config.

The initial administrator password is set on the product, but you can change it to a password of your choice. The default value of the administrator password is printed on the product's label. The label is located on the side, the back, or the bottom, depending on the product. If there is no "PASSWORD" label

attached, enter the serial number from the label attached to the back of the product for the default administrator password. (No user name is set as default.)

You must enter the administrator password when performing the following operations:

- Accessing the advanced settings in Web Config
- Updating your product's firmware from a computer or smart device
- Using applications that can change the product's settings
- Selecting a menu on the control panel that has been locked by an administrator
- Changing or resetting the administrator password

You can change the administrator password from the product's control panel or Web Config. The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

You can restore the administrator password to the default setting from the product's control panel or Web Config. If you have forgotten the password and cannot restore it to the default settings, contact Epson for help.

**Parent topic:** [Administering Your Product](#)

## System Administration Settings

You can make the following system administration settings using the product's control panel or Web Config.

### Connecting the Product to the Network

Function	Required settings
Connecting the product to the network	Set up your product for network scanning
Connecting the product to a new computer	Configure the network settings for your product on a new computer

### Configuring Scanning Settings

Function	Required settings
Sending scanned images by email ( <b>Scan to Email</b> )	<ul style="list-style-type: none"><li>• Register the email server</li><li>• Register the recipient's email address in <b>Contacts</b> (optional)</li></ul>

Function	Required settings
Saving scanned images to a folder on the network ( <b>Scan to Network Folder/FTP</b> )	<ul style="list-style-type: none"> <li>• Create a folder on the network where you want to save the images</li> <li>• Register the path to the folder in <b>Contacts</b> (optional)</li> </ul>
Saving scanned images to a cloud service ( <b>Scan to Cloud</b> )	<ul style="list-style-type: none"> <li>• Set up Epson Connect</li> <li>• Register a user account for the online storage service you want to link to</li> </ul>

### Customizing the Control Panel Display

Function	Required settings
Setting up the icons displayed on the control panel	<p>Select <b>Presets</b> on the home screen to add frequently used scanning settings to the product's control panel</p> <p>Select <b>Settings</b> &gt; <b>Edit Home</b> to change the layout of the displayed options</p>

### Configuring Basic Security Functions

Function	Required settings
Preventing users from changing system settings	Set an administrator password
Preventing USB-connected devices from accessing the product	Disable the external interface

### Configuring Advanced Security Functions

Function	Required settings
Managing security protocols	Enable or disable protocols
Encrypting communication over the network	<ul style="list-style-type: none"> <li>• Set up digital certificate</li> <li>• Set up SSL/TLS communication</li> </ul>

Function	Required settings
Using encrypted communication (IPsec)	Set up policies for filtering traffic
Using the software from a specific computer (IP filtering)	
Using the product in an IEEE802.1X network	Set up IEEE802.1X for the product

### Configuring Authentication

Function	Required settings
Synchronizing the product with an authentication system	Obtain a product key from the dedicated website and activate Epson Open Platform on your product
Using an authentication option (Epson Print Admin/Epson Print Admin Serverless)	Obtain a license key for the option  <b>Note:</b> You cannot use Epson Print Admin Serverless when the system is synchronized with Epson Open Platform.

**Parent topic:** [Administering Your Product](#)

#### Related tasks

- [Scanning to a Connected Computer](#)
- [Scanning to an Email](#)
- [Scanning to the Cloud](#)
- [Scanning to a Network Folder or FTP Server](#)
- [Restricting Application Access](#)
- [Preventing PC Connection via USB](#)
- [Configuring Protocols and Services in Web Config](#)
- [Configuring an IEEE 802.1X Network](#)
- [Configuring Epson Open Platform](#)
- [Connecting an Authentication Device](#)

#### Related topics

- [Connecting the Product to the Network](#)
- [Customizing the Control Panel Display](#)

## Connecting the Product to the Network

Follow the instructions in these sections to connect the product to the network.

[Before Connecting to the Network](#)

[IP Address Assignment](#)

[DNS Server and Proxy Server](#)

[Assigning the IP Address from the Control Panel](#)

[Setting the Proxy Server](#)

[Connecting to a Wired Network](#)

**Parent topic:** [Administering Your Product](#)

### Before Connecting to the Network

Before connecting the product to the network, configure the necessary settings for the connection type in advance.

Connection type	Settings	Description
Device connection	Ethernet	Determine how the product will connect to the network  For Wired LAN (Ethernet) connections, connect to the LAN switch
	Wi-Fi	For Wi-Fi connections, connect to the network (SSID) of the access point
LAN connection	IP address	Determine the IP address to assign to the product
	Subnet mask	
	Default gateway	When assigning a static IP address, you need to configure the IP address settings directly on the product or through a network configuration interface.  When assigning a dynamic IP address using the DHCP function, connection information is not required because it is set automatically.

Connection type	Settings	Description
Wi-Fi connection	SSID	Determine the SSID (network name) and the password of the access point to which the product will connect.  If MAC address filtering has been set, register the MAC address of the scanner in advance to register the scanner. See "Network Interface Specifications" for the supported standards.
	Password	
DNS server	IP address for primary DNS	Setting the IP address is required when specifying DNS servers
	IP address for secondary DNS	The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server. If you are in a small organization and do not set the DNS server, set the IP address of the router.
Proxy server	Proxy server name	Enter the proxy server name if your network environment uses a proxy server to access the internet from the intranet  The product directly connects to the internet for the following functions: <ul style="list-style-type: none"> <li>• Epson Connect Services</li> <li>• Cloud services</li> <li>• Firmware updating</li> <li>• Sending scanned images to SharePoint (WebDAV)</li> </ul>
Port number information	Port number to release	Check the port number used by the product and computer, then release the port that is blocked by a firewall, if necessary.

**Parent topic:** [Connecting the Product to the Network](#)

**Related references**

[Port Settings](#)

## IP Address Assignment

You can select the type of IP address to assign to the product.

### Static IP address

A static IP address is fixed and does not change when the device connects to the network. The settings required to connect to the network (subnet mask, default gateway, DNS server, etc.) need to be configured manually. Use a static IP address when you want to manage the device on a network that many computers access. Also, when using security features such as IPsec/IP filtering, assign a static IP address to ensure that the IP address does not change.

### Dynamic IP address

A dynamic IP address is automatically assigned to your product by a DHCP (Dynamic Host Configuration Protocol) server whenever it connects to a network. The settings required to connect to the network (subnet mask, default gateway, DNS server, etc.) are set automatically, so you can easily connect the device to the network. If the device or the router is turned off, or depending on the DHCP server settings, the IP address may change when re-connecting.

**Note:** If you use the IP address reservation function of the DHCP, you can assign the same IP address to the devices at any time.

**Parent topic:** [Connecting the Product to the Network](#)

## DNS Server and Proxy Server

### DNS Server

A DNS server translates domain names (such as `www.example.com`) into IP addresses which are used by computers to identify each other on the network.

When you type a domain name into a web browser, your computer sends a request to a DNS server to find the corresponding IP address. This process is called name resolution. If the DNS server doesn't have the information cached, it will query other DNS servers until it finds the correct IP address or determines that the domain doesn't exist. Name resolution is necessary for the scanner to communicate using the email function or Internet connection function. If you use those functions, configure the DNS server settings. When you assign the scanner's IP address using the DHCP function of the DHCP server or router, it is automatically set.

### Proxy Server

A proxy server filters content based on predefined rules, blocks malicious websites, and enforces security policies. It can also provide firewall capabilities to protect internal networks from external threats.

The proxy server is placed at the gateway between a client (such as a user's computer) and another server (such as a web server) to process and forward requests. When you connect to a website




through a proxy server, your request first goes to the proxy server, which then forwards it to the destination server. The response from the destination server then returns to the proxy server, which sends it back to you. The destination server communicates only with the proxy server. Therefore, scanner information (such as the IP address and port number) is hidden and increased security is expected. When you connect to the Internet via a proxy server, configure the proxy server on the scanner.

**Parent topic:** [Connecting the Product to the Network](#)

## Assigning the IP Address from the Control Panel

You can set up a static IP address using the product's control panel.

1. Turn on the product.
2. Press the  home button, if necessary.
3. Select **Settings** > **Network Settings** > **Advanced** > **TCP/IP**.
4. Select **Manual** for **Obtain IP Address**.

**Note:** If you set the IP address automatically using DHCP, select **Auto** and skip to step 7.

5. Enter and confirm the IP address.
6. Set up the **Subnet Mask** and **Default Gateway**.

**Note:** Make sure you enter the information correctly. If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, you cannot proceed with the settings.

7. Enter and confirm the IP address for the primary DNS server.


**Note:** When you select **Auto** for the IP address assignment, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, skip to step 9.

8. Enter and confirm the IP address for the secondary DNS server.
9. Select **Start Setup**.

**Parent topic:** [Connecting the Product to the Network](#)

## Setting the Proxy Server

You can set up a proxy server if the product is connecting directly to the internet via the cloud or Epson Connect.


1. Press the  home button, if necessary.
2. Select **Settings > Network Settings > Advanced**.
3. Select **Proxy Server**.
4. Select **Use** as the **Proxy Server Settings** option.
5. Enter the address for the proxy server in IPv4 or FQDN format.
6. Enter the port number for the proxy server.
7. Select **Start Setup**.

**Parent topic:** [Connecting the Product to the Network](#)

## Connecting to a Wired Network

You can connect your product to a wired network using an Ethernet (LAN) cable.

**Note:** To connect your product via Wi-Fi, see the links at the end of this section.

1. Connect one end of an Ethernet network cable to the product's **LAN** port.
2. Connect the other end to any available LAN port on your router or access point.
3. Select the  icon on the product's control panel.
4. Select **Router**.
5. Make sure that the Connection and IP Address settings are correct.
6. Select **Close**.

**Parent topic:** [Connecting the Product to the Network](#)

**Related concepts**

[Connecting to an Existing Wi-Fi Network](#)

## Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

**Note:** You can also access the Web Config utility from the product information area in the Epson Smart Panel app.

1. Check your product's network status on the LCD screen (**Settings > Network Settings > Network Status**). Then select the active connection method (**Wired LAN/Wi-Fi Status** or **Wi-Fi Direct Status**).
2. Note your product's IP address.
3. On a computer or other device connected to the same network as your product, open a web browser.
4. Enter your product's IP address into the address bar.

You see the available Web Config utility options.

**Note:** If a warning screen is displayed in your browser, you can safely ignore the warning and display the web page (Web Config). Since the scanner uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored. Depending on your browser, you may need to click on **Advanced Settings** to view the web page.

5. To change scanner settings, you need to log in as a Web Config administrator. Click **Log in** at the top-right of the screen. Enter the **User Name** and **Current password**, then click **OK**.

The default values for the Web Config administrator information are as follows:

- **User name:** none (blank)
- **Password:** If there is a "PASSWORD" label attached to the back of the product, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product.

**Note:** If **Log out** is displayed at the top-right of the screen, you are already logged in as an administrator. You will be logged out automatically after approximately 20 minutes of inactivity.

[Changing the Administrator Password in Web Config](#)

**Parent topic:** [Administering Your Product](#)

**Related tasks**

[Determining the Product's IP Address](#)

[Checking Status Information](#)

## Changing the Administrator Password in Web Config

You can set an administrator password using your product's control panel, Web Config, or EpsonNet Config. You use the same administrator password in all cases.

**Note:** If you forget your administrator password, contact Epson for support.

1. Access Web Config and select the **Product Security** tab.
2. Select **Change Administrator Password**.
3. Enter a user name, if necessary.
4. Do one of the following:
  - If you have set an administrator password before, enter the current password, then enter and confirm the new password in the fields provided.
  - If you have not set an administrator password before, enter the default password, then enter a new password and confirm it in the fields provided.

**Note:** Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to contact Epson.

5. Click **OK**.

**Note:** To restore the administrator password to the default value, select **Restore Default Settings** on the **Change Administrator Password** screen.

**Parent topic:** [Accessing the Web Config Utility](#)

### **Related tasks**

[Accessing the Web Config Utility](#)

[Setting a Password and Locking the Control Panel](#)

## Using Epson Device Admin Configuration Software

Epson Device Admin is a multifunctional application that allows you to manage devices on a network.

With Windows, you can discover and monitor remote devices and use configuration templates to apply unified settings to multiple scanners on a network, making it suitable for installing and managing multiple scanners. See the Epson Device Admin help for instructions.

To install Epson Device Admin, download the software from the support page at [epson.com/support](http://epson.com/support) (U.S.), [epson.ca/support](http://epson.ca/support) (Canada), or [latin.epson.com/support](http://latin.epson.com/support) (Latin America) and follow the on-screen instructions.

**Parent topic:** [Administering Your Product](#)

## Registering an Email Server

If you want to send a scanned file by email, you need to register the email server first. You can select settings for the email server using Web Config.

**Note:** Before registering the email server, make sure the product is connected to the network. If you are using an Internet-based email server, check the setting information from the provider or website.

1. Access Web Config.
2. Select the **Network** tab.
3. Select **Email Server > Basic**.
4. Select an authentication method, then select the settings you want to use. Contact your internet service provider if necessary to confirm the authentication method for the email server.
5. Select **Proceed** to save your settings.
6. Select **Close** to exit.

[Email Server Settings](#)

[Checking an Email Server Connection](#)

[Mail Server Connection Test Messages](#)

**Parent topic:** [Administering Your Product](#)

### Related tasks

[Configuring Email Server Settings](#)

## Email Server Settings

You can configure these email server settings in Web Config.

Setting	Options/Description
<b>Authentication Method</b>	Select the authentication method that matches your email server

Setting	Options/Description
<b>Authenticated Account</b>	Enter the authenticated account name from 1 to 255 characters long in ASCII
<b>Authenticated Password</b>	Enter the authenticated password from 1 to 20 characters long in ASCII using A-Z, a-z, 0-9, and these characters: ! # \$ % ' * + - . / = ? ^ _ { ! } ~ @  <b>Note:</b> You may be required to use an App password rather than your email login password. Check with your email service provider.
<b>Sender's Email Address</b>	Enter the sender's email address from 1 to 255 characters long in ASCII; do not use a period (.) as the first character or use these characters: ( ) < > [ ] ;
<b>SMTP Server Address</b>	Enter the SMTP server address from 1 to 255 characters long using A-Z, a-z, 0-9, and "-" in IPv4 or FQDN format
<b>SMTP Server Port Number</b>	Enter the SMTP server port number between 1 and 65535
<b>Secure Connection</b>	Select the security method for the email server; available choices depend on the <b>Authentication Method</b> setting
<b>Certificate Validation</b> (Web Config only)	Enable checking for a valid certificate; recommended value is <b>Enable</b>
<b>POP3 Server Address</b>	Enter the POP server address from 1 to 255 characters long using A-Z, a-z, 0-9, and "-" in IPv4 or FQDN format
<b>POP3 Server Port Number</b>	Enter the POP server port number between 1 and 65535

Parent topic: [Registering an Email Server](#)

## Checking an Email Server Connection

You can check an email server connection using the product's control panel or Web Config.

- Choose one of the following to open the connection test menu:
  - Using Web Config:** Select the **Network tab > Email Server > Connection Test > Start**.
  - Using the product's control panel:** Select **Settings > Network Settings > Advanced > Email Server > Connection Check**.

The mail server connection test is started.

2. Check the test results.  
If the connection test is successful, a confirmation message displays. If an error message displays, follow the instructions to clear the error.

**Parent topic:** [Registering an Email Server](#)

## Mail Server Connection Test Messages

The table below lists some common causes for mail server connection test messages.

**Note:** You may be required to use an App password rather than your email login password. Check with your email service provider.

Message	Cause
SMTP server communication error. Check the following. - Network Settings	<ul style="list-style-type: none"> <li>• The scanner is not connected to a network</li> <li>• The SMTP server is down</li> <li>• The network connection is disconnected while communicating with the SMTP server</li> <li>• Data received is incomplete</li> </ul>
POP3 server communication error. Check the following. - Network Settings	<ul style="list-style-type: none"> <li>• The scanner is not connected to a network</li> <li>• The POP3 server is down</li> <li>• The network connection is disconnected while communicating with the POP3 server</li> <li>• Data received is incomplete</li> </ul>
An error occurred while connecting to SMTP server. Check the followings. - SMTP Server Address - DNS Server	<ul style="list-style-type: none"> <li>• Connecting to a DNS server failed</li> <li>• Name resolution for an SMTP server failed</li> </ul>
An error occurred while connecting to POP3 server. Check the followings. - POP3 Server Address - DNS Server	<ul style="list-style-type: none"> <li>• Connecting to a DNS server failed</li> <li>• Name resolution for a POP3 server failed</li> </ul>

<b>Message</b>	<b>Cause</b>
SMTP server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	SMTP server authentication failed
POP3 server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	POP3 server authentication failed
Unsupported communication method. Check the followings. - SMTP Server Address - SMTP Server Port Number	Communication method contained unsupported protocols
Connection to SMTP server failed. Change Secure Connection to None.	An SMTP mismatch occurred between a server and a client, or the server does not support SMTP secure connection (SSL connection).
Connection to SMTP server failed. Change Secure Connection to SSL/TLS.	An SMTP mismatch occurred between a server and a client, or the server requested to use an SSL/TLS connection for an SMTP secure connection
Connection to SMTP server failed. Change Secure Connection to STARTTLS.	An SMTP mismatch occurred between a server and a client, or the server requested to use a STARTTLS connection for an SMTP secure connection
The connection is untrusted. Check the following. - Date and Time	The product's date and time settings are incorrect, or the certificate has expired
The connection is untrusted. Check the following. - CA Certificate	The scanner does not have a root certificate corresponding to the server or a CA Certificate has not been imported
The connection is not secured.	The obtained certificate is damaged
SMTP server authentication failed. Change Authentication Method to SMTP-AUTH.	An authentication method mismatch occurred between a server and a client; the server supports SMTP AUTH.



Message	Cause
SMTP server authentication failed. Change Authentication Method to POP before SMTP.	An authentication method mismatch occurred between a server and a client; the server does not support SMTP AUTH
Sender's Email Address is incorrect. Change to the email address for your email service.	The specified sender's email address is incorrect
Cannot access the product until processing is complete.	The scanner is busy

**Parent topic:** [Registering an Email Server](#)

## Configuring Product Settings

Follow the instructions in these sections to configure your product's control panel settings using the Web Config software.

[Setting a Password and Locking the Control Panel](#)

[Logging in to the Product from the Control Panel](#)

[Checking Status Information](#)

[Configuring Email Notification](#)

[Adjusting Power Saving Settings](#)

[Managing the Network Connection](#)

[Restricting Application Access](#)

[Enabling Program Verification on Start Up](#)

[Updating Firmware Using Web Config](#)

[Restoring Default Product Settings](#)

**Parent topic:** [Administering Your Product](#)

### Setting a Password and Locking the Control Panel


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

- Start-up Screen
- Basic Settings
- Scanner Settings

- User Settings
- Network Settings
- Web Service Settings
- Contacts Manager
- System Administration
- Reset the Number of Scans
- Roller Replacement Alert Setting
- Regular Cleaning Alert Settings

You can change the password using the product control panel. To change the password using Web Config, select **Change Administrator Password** on the Product Security tab and enter the necessary information.

**Note:** You must know the current administrator password in order to change it. If you forget the password or inadvertently set it, contact Epson for assistance.

1. Press the  home button, if necessary.
2. Select **Settings**.
3. Select **System Administration**.
4. Select **Admin Settings**.
5. Select **Admin Password > Change**.
6. Enter your current password.

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

7. Enter a new password.
8. Enter the new password again to confirm it.

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


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

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

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


**Parent topic:** [Configuring Product Settings](#)

## Logging in to the Product from the Control Panel



When **Lock Setting** or **Access Control** is enabled, the  icon is displayed on the control panel, and the functions are restricted.

When the control panel is locked, you must enter the password to access any of the locked settings.

**Note:** Contact your administrator for the user and password information.

1. Tap the  icon at the top right of the screen.
2. When the **Select User** screen is displayed, select the user.
3. Enter the password to log in.

A login confirmation message appears, and then the home screen is displayed on the touchscreen.

To log out of the product, tap the  icon at the top right of the screen or press the  button on the control panel.

**Parent topic:** [Configuring Product Settings](#)

## Checking Status Information

You can check information about the scanner using Web Config.

**Note:** Depending on the features of your product, not all of the options below may be available. Some options are not available unless you are logged in to Web Config.

1. Access Web Config and log in using the administrator name and password.
2. Select the **Status** tab and choose one of the following options:
  - Select **Product Status** to view product information.

- Select **Network Status** to view network information such as the IP address and network connection status.
- Select **Usage Status** to view information about the number of scans and historical information about the product.
- Select **Hardware Status** to view information about the product functions.
- Select **Panel Snapshot** to view a image of the current LCD screen.

Parent topic: [Configuring Product Settings](#)

## Configuring Email Notification

You can configure email notifications using Web Config so you can receive alerts by email when certain events occur on the product. You can register up to 5 email addresses and select the events for which you want to be notified.

1. Access Web Config and select the **Device Management** tab.
2. Select **Email Notification**.

You see a window like this:

The screenshot shows the EPSON Web Config interface. The top navigation bar includes 'Status', 'Scan', 'Network', 'Network Security', 'Product Security', and 'Device Management'. The 'Device Management' tab is selected, and the 'Email Notification' sub-tab is active. The main content area is titled 'Email Notification' and contains the following sections:

- Subject Setting:** A text field for 'Subject' and a dropdown menu for 'Event Name'.
- Email Address Setting:** A section titled 'Email in selected language will be sent to each address' containing five rows for 'Address 1' through 'Address 5', each with a text input field and a language dropdown menu.
- Notification Setting:** A section titled 'Email will be sent when product status is as checked' containing a table with columns for 'Address' (1-5) and rows for 'Administrator password changed', 'Scanner error', and 'Stuck Notice'.

At the bottom of the page, there are 'OK' and 'Restore Default Settings' buttons.

3. Select the subject contents from the two drop-down menus.
4. Enter email addresses in the Address fields as necessary, and select a language for each.

5. Select the checkboxes to indicate the events for which you want each address to receive email notifications.
6. Click **OK**.

**Parent topic:** [Configuring Product Settings](#)

**Related tasks**

[Accessing the Web Config Utility](#)

[Scanning to an Email](#)

## Adjusting Power Saving Settings

The product can automatically enter sleep mode or turn off after it has not been used for a while. You can set the delay before the product enters sleep mode or turns off.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Power** setting.
3. Set **Sleep Mode** to the number of minutes before the product enters a low-power mode.
4. Select **Power Off Timer** to set the amount to time of inactivity before the product turns off.

**Note:** If you are using the fax feature, select **None**.

**Parent topic:** [Configuring Product Settings](#)

## Managing the Network Connection

You can check or update the network information for your product using the Web Config interface.

1. Access Web Config and select the **Network** tab.
2. Select **Basic**.
3. Check or update the settings as necessary.
4. Select **Next** to see a summary of the network settings.
5. Select **OK** to accept the changes.

**Note:** The network connection will be temporarily interrupted to enable the new settings.

**Parent topic:** [Configuring Product Settings](#)

### Related tasks

[Accessing the Web Config Utility](#)

## Restricting Application Access

You can restrict applications from accessing the product using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Product Security** tab, then select the **Applications** setting.
3. If you do not want an application to access the product, clear the checkbox next to the application name. The list of applications depends on the product model.

**Parent topic:** [Configuring Product Settings](#)

## Enabling Program Verification on Start Up

You can check whether unauthorized third parties have tampered with the program when the product starts up using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Product Security** tab, then select the **Program Verification on Start Up** setting.
3. Select **ON** and then select **OK** to apply the setting.

**Parent topic:** [Configuring Product Settings](#)

## Updating Firmware Using Web Config

If your product is connected to the Internet, you can update the product firmware using Web Config.

**Note:** Make sure the product is not in use and clear any errors on the LCD screen before starting the update.

You can also update the firmware using Epson Device Admin. See the Epson Device Admin help for more details.

1. Access Web Config and select the **Device Management** tab.
2. Select **Firmware Update**.
3. Click **Start** to check for the latest firmware.
4. If there is a firmware update, click **Start** to begin the update.

**Note:** Do not turn off the computer or the scanner while updating.

**Parent topic:** [Configuring Product Settings](#)

**Related tasks**

[Accessing the Web Config Utility](#)

## Restoring Default Product Settings

You can reset the product to the default settings using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Restore Default Settings** setting.
3. Select an option from the drop-down list. You can either restore network settings or all data and settings.
4. Select **Execute** and confirm your selection to restore the product settings

You can restore the administrator password to the default setting from the product's control panel (**Settings > System Administration > Restore Default Settings > All Settings**) or Web Config. If you have forgotten the password and cannot restore it to the default settings, contact Epson for help.

**Note:** Resetting the administrator password also resets the user name.

**Parent topic:** [Configuring Product Settings](#)

## Importing and Exporting Product Settings

Follow the instructions in these sections to import and export your product's settings using the Web Config software.

[Exporting Settings Using Web Config](#)

[Importing Settings Using Web Config](#)

**Parent topic:** [Administering Your Product](#)

## Exporting Settings Using Web Config

You can export your product's settings and optionally encrypt the settings file with a password.

1. Access Web Config and select the **Device Management** tab.
2. Under **Export and Import Setting Value**, select **Export**.

3. Select the settings you want to export.

**Note:** If you select a parent category, the child categories are also selected. By default, items that are unique on the network, such as IP address, cannot be selected. If you want to export these items, select **Enable to select the individual settings of device**. It is recommended that you export only unique items when replacing a product on the network, otherwise you may encounter conflicts on the network.

4. Enter and confirm an encryption password, if desired.

**Note:** You will need the password to import the file. Leave this blank if you do not want to encrypt the file.

5. Click **Export** and save the file.

**Parent topic:** [Importing and Exporting Product Settings](#)

**Related tasks**

[Accessing the Web Config Utility](#)

[Changing the Administrator Password in Web Config](#)

## Importing Settings Using Web Config

You can import the product settings file that was previously exported. If encryption was used when the settings were exported, obtain the necessary password before you import.

**Note:** When importing values that include individual information such as a scanner name or IP address, make sure the same IP address does not exist on the same network.

1. Access Web Config and select the **Device Management** tab.
2. Under **Export and Import Setting Value**, select **Import**.
3. Click **Browse** and select the exported settings file.
4. If necessary, enter the decryption password.
5. Click **Next**.
6. Select the settings to import and click **Next**.
7. Click **OK**.

The selected settings are imported to the product.



**Parent topic:** [Importing and Exporting Product Settings](#)

**Related tasks**

[Accessing the Web Config Utility](#)

## Restricting Features Available for Users

Follow the instructions in these sections to restrict users from using certain product features and create an administrator password to lock the restrictions using the Web Config software.

[Locking the Control Panel Using Web Config](#)

[Setting User Feature Restrictions \(Access Control\)](#)

[Configuring User Feature Restrictions](#)

**Parent topic:** [Administering Your Product](#)

## Locking the Control Panel Using Web Config

You can lock the control panel to prevent users from changing system settings.

1. Access Web Config and select the **Device Management** tab.
2. Select **Control Panel**.
3. Select **ON** for the **Panel Lock** setting.
4. Click **OK** to save your setting.

**Parent topic:** [Restricting Features Available for Users](#)


**Related tasks**

[Accessing the Web Config Utility](#)

## Setting User Feature Restrictions (Access Control)

You can use Web Config Access Control Settings to restrict product features for individual users to prevent misuse of the product. When Access Control is enabled, the user must enter an ID and password on the product control panel in order to access the scanning functions. A restricted user cannot scan if they do not log in.

After you setup user restrictions, you must enable them using the product control panel.

1. Press the  home button, if necessary.
2. Select **Settings** > **System Administration** > **Access Control**.
3. Select **On**.

4. Enable **Accept Unknown User Jobs** to allow users to print from generic drivers or use the WSD scanning function.

**Parent topic:** [Restricting Features Available for Users](#)

## Configuring User Feature Restrictions

You can create up to 10 user accounts and restrict access to control panel features separately for each one.

**Note:** If you are using an authentication system, it uses the number one user account. If you create other user accounts, use the number two to number 10 user accounts.

1. Access Web Config and select the **Product Security** tab > **Access Control Settings** > **Basic**.
2. Select the **Enables Access Control** checkbox.
3. If you have configured the product for an LDAP server or IEEE 802.1x network, you can deselect the **Allow printing and scanning without authentication information from a computer** checkbox to prevent the product from receiving jobs sent from these sources:
  - The default operating system driver
  - A PCL or PostScript printer driver
  - Web services such as Epson Connect
  - Smartphones and other mobile devices
4. Click **OK**.
5. Select **User Settings**.
6. Click **Add**.
7. Enter a name for a user in the User Name field following the guidelines on the screen. Use ASCII (0x20-0x7E) characters.
8. Enter a password for the user in the Password field following the guidelines on the screen.

**Note:** If you need to reset a password, leave the password field blank.

9. Select the checkbox for each function you want the user to be able to perform, and deselect the checkbox for each function you want to restrict access to.

10. Click **Apply**.

**Note:** When you edit a completed user account, you see a **Delete** option. Click it to delete a user, if necessary.

**Note:** You can import and export a list of user features using EpsonNet Config. See the help utility in the software for instructions.

**Parent topic:** [Restricting Features Available for Users](#)

## Disabling the External Interface

You can restrict the ability to connect from a computer using a USB connection or accessing a connected USB device.

**Note:** Depending on your product features, not all of the options listed below may be available.

1. Access Web Config and select the **Product Security** tab.
2. Select **External Interface**.
3. Select the interface you want to disable and do one of the following:
  - Select **Disable** to prevent a connection
  - Select **Enable** to allow a connection
4. Click **OK** to save your setting.

**Parent topic:** [Administering Your Product](#)

## Disabling Network Scanning

You can make the following settings in Web Config to disable network scanning using Epson Scan 2 from your computer.

1. Access Web Config and select the **Scan** tab.
2. Select **Network Scan**.
3. Under **Epson Scan 2**, deselect the **Enable scanning** check box.
4. Click **Next**.
5. Click **OK** to confirm your setting.

**Parent topic:** [Administering Your Product](#)

### Related tasks

[Accessing the Web Config Utility](#)

## Disabling WSD Scan

If you do not want your computer to configure the scanner as a WSD scanning device, follow the steps below to disable the WSD settings.

1. Access Web Config and select the **Network Security** tab.
2. Select **Protocol**.
3. Under **WSD Settings**, deselect the **Enable WSD** check box.
4. Click **Next**.
5. Click **OK** to confirm your setting.

**Note:** If your computer still configures the scanner as a WSD scanning device, select the **Scan** tab > **Network Scan**, and then clear the **Enable scanning** check box in AirPrint.

If AirPrint is disabled, Mopria scanning from Chromebooks, Windows, and the Mopria Scan app is also disabled.

**Parent topic:** [Administering Your Product](#)

### Related tasks

[Accessing the Web Config Utility](#)

[Setting Up a WSD Port \(Windows 7\)](#)

[Scanning Using WSD - Windows Only](#)

## Using Your Product on a Secure Network

Follow the instructions in these sections to configure security features for your product on the network using the Web Config software.

[Configuring Protocols and Services in Web Config](#)

[Protocol Settings](#)

[Using a Digital Certificate](#)

[Configuring SSL/TLS Communication](#)

[Configuring IPsec/IP Filtering](#)

[Connecting the Product to an IEEE 802.1X Network](#)

[Epson Open Platform Overview](#)

[Connecting an Authentication Device](#)

**Parent topic:** [Administering Your Product](#)

## Configuring Protocols and Services in Web Config

You can enable or disable protocols using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Select **Protocol**.
3. Select or deselect the checkbox next to the service name to enable or disable a protocol.
4. Configure any other available protocol settings.
5. Click **Next**.
6. Click **OK**.

After the protocols restart, the changes are applied.

**Parent topic:** [Using Your Product on a Secure Network](#)

### Related tasks

[Accessing the Web Config Utility](#)

## Protocol Settings

### Protocols

Name	Description
<b>Bonjour</b>	Bonjour is used to search for devices and AirPrint
<b>SLP</b>	SLP is used for push-scanning and network searching in EpsonNet Config
<b>WSD</b>	Add WSD devices, or print and scan from the WSD port
<b>LLTD</b>	Displays the product on the Windows network map
<b>LLMNR</b>	Use name resolution without NetBIOS even if you cannot use DNS
<b>SNMPv1/v2c</b>	Remotely set up and monitor your product
<b>SNMPv3</b>	Remotely set up and monitor your product with the SNMPv3 protocol

### Bonjour Settings

Setting	Options/Description
Use Bonjour	Search for or use devices through Bonjour
Bonjour Name	Displays the Bonjour name
Bonjour Service Name	Displays the Bonjour service name
Location	Displays the Bonjour location name
Wide-Area Bonjour	Enables the Wide-Area Bonjour protocol; register all products on the DNS server to locate them over the segment

### SLP Settings

Setting	Options/Description
Enable SLP	Enable the SLP function to use the Push Scan function and network searching in EpsonNet Config

### WSD Settings

Setting	Options/Description
Enable WSD	Enable adding devices using WSD, and printing and scanning from the WSD port
Scanning Timeout (sec)	Enter the communication timeout value for WSD scanning between 3 and 3,600 seconds
Device Name	Displays the WSD device name
Location	Displays the WSD location name

### LLTD Settings

Setting	Options/Description
Enable LLTD	Enable LLTD to display the product in the Windows network map
Device Name	Displays the LLTD device name

### LLMNR Settings

Setting	Options/Description
Enable LLMNR	Enable LLMNR to use name resolution without NetBIOS, even if you cannot use DNS

### SNMPv1/v2c Settings

Setting	Options/Description
Enable SNMPv1/v2c	Enable SNMPv1/v2c for products that support SNMPv3
Access Authority	Set the access authority when SNMPv1/v2c is enabled to <b>Read Only or Read/Write</b>
Community Name (Read Only)	Enter 0 to 32 ASCII characters
Community Name (Read/Write)	Enter 0 to 32 ASCII characters

### SNMPv3 Settings

Setting	Options/Description
Enable SNMPv3	Enable SNMPv3 for products that support SNMPv3
User Name	Enter 1 to 32 characters
Authentication Settings	Select an algorithm and set a password for authentication
Encryption Settings	Select an algorithm and set a password for encryption
Context Name	Enter 1 to 32 characters in Unicode (UTF-8)

Parent topic: [Using Your Product on a Secure Network](#)

## Using a Digital Certificate

Follow the instructions in these sections to configure and use digital certificates using Web Config.

[About Digital Certification](#)

[Obtaining and Importing a CA-signed Certificate](#)

[CSR Setup Settings](#)

[CSR Import Settings](#)

[Deleting a CA-signed Certificate](#)

[Updating a Self-signed Certificate](#)

[Importing a CA Certificate](#)

[Deleting a CA Certificate](#)

**Parent topic:** [Using Your Product on a Secure Network](#)

## About Digital Certification

You can configure the following digital certificates for your network using Web Config:

### CA-signed Certificate

You can ensure secure communications using a CA-signed certificate for each security feature. The certificates must be signed by and obtained from a CA (Certificate Authority).

### CA Certificate

A CA certificate indicates that a third party has verified the identity of a server. You need to obtain a CA certificate for server authentication from a CA that issues it.

### Self-signed Certificate

A self-signed certificate is issued and signed by the product itself. You can use the certificate for only SSL/TLS communication, however security is unreliable and you may see a security alert in the browser during use.

**Parent topic:** [Using a Digital Certificate](#)

## Obtaining and Importing a CA-signed Certificate

You can obtain a CA-signed certificate by creating a CSR (Certificate Signing Request) using Web Config and submitting it to a certificate authority. The CSR created in Web Config is in PEM/DER format. You can import one CSR created from Web Config at a time.

1. Access Web Config and select the **Network Security** tab.
2. Select one of the following network security options and corresponding certificates:
  - **SSL/TLS** and select **Certificate**
  - **IPsec/IP Filtering** and select **Client Certificate**
  - **IEEE802.1X** and select **Client Certificate**
3. In the CSR section, select **Generate**.
4. Select the CSR setting options you want to use.
5. Click **OK**.

You see a completion message.
6. Select the **Network Security** tab and select your network security option and corresponding certificate again.



7. In the CSR section, click the **Download** option that matches the format specified by your certificate authority to download the CSR.

**CAUTION:** Do not generate another CSR or you may not be able to import a CA-signed certificate.

8. Submit the CSR to the certificate authority following the format guidelines provided by that authority.
9. Save the issued CA-signed certificate to a computer connected to the product.

Before proceeding, make sure the time and date settings are correct on your product.

10. In the CA Certificate section, click **Import**.
11. Select the format of the certificate as the **Server Certificate** setting.
12. Select the certificate import settings as necessary for the format and the source from which you obtained it.
13. Click **OK**.

You see a confirmation message.

14. Click **Confirm** to verify the certificate information.

**Parent topic:** [Using a Digital Certificate](#)

**Related references**

[CSR Setup Settings](#)

[CSR Import Settings](#)

**Related tasks**

[Accessing the Web Config Utility](#)

## CSR Setup Settings

You can select these settings when setting up a CSR in Web Config.

**Note:** The available key length and abbreviations vary by certificate authority, so follow the rules of that authority when entering information in the CSR.

Setting	Options/Description
Key Length	Select a key length for the CSR

Setting	Options/Description
<b>Common Name</b>	<p>Enter a name or static IP address from 1 to 128 characters long.</p> <p>The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject. For example:</p> <p>Scanner's IP address: 192.0.2.123, Scanner name: EPSONA1B2C3</p> <p>Common Name: EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123</p>
<b>Organization, Organizational Unit, Locality, State/Province</b>	Enter information in each field as necessary, from 0 to 64 characters long in ASCII; separate any multiple names with commas
<b>Country</b>	Enter a two-digit country code number as specified by the ISO-3166 standard
<b>Sender's Email Address</b>	Enter the sender's email address for the mail server setting

Parent topic: [Using a Digital Certificate](#)

### CSR Import Settings

You can configure these settings when importing a CSR in Web Config.

**Note:** The import setting requirements vary by certificate format and how you obtained the certificate.

Certificate format	Setting descriptions
PEM/DER format obtained from Web Config	<p><b>Private Key:</b> Do not configure because the product contains a private key</p> <p><b>Password:</b> Do not configure</p> <p><b>CA Certificate 1/CA Certificate 2:</b> Optional</p>

Certificate format	Setting descriptions
PEM/DER format obtained from a computer	<p><b>Private Key:</b> Configure a private key</p> <p><b>Password:</b> Do not configure</p> <p><b>CA Certificate 1/CA Certificate 2:</b> Optional</p>
PKCS#12 format obtained from a computer	<p><b>Private Key:</b> Do not configure</p> <p><b>Password:</b> Optional</p> <p><b>CA Certificate 1/CA Certificate 2:</b> Do not configure</p>

### CA-signed Certificate Import Settings

Setting	Description
<b>Server Certificate or Client Certificate</b>	<p>Select the certificate format.</p> <p>For an SSL/TLS connection, the Server Certificate is displayed.</p> <p>For an IPsec/IP Filtering, IEEE802.1x, or S/MIME connection, the Client Certificate is displayed.</p> <p><b>Note:</b> Depending on your product, not all connection types may be available.</p>
<b>Private Key</b>	If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that matches the certificate.
<b>Password</b>	If the file format is <b>Certificate with Private Key (PKCS#12)</b> , enter the password for encrypting the private key that is set when you obtain the certificate.
<b>CA Certificate 1</b>	If your certificate's format is <b>Certificate (PEM/DER)</b> , import a certificate from a certificate authority that issues a CA-signed Certificate to be used as the server certificate. Specify a file if necessary.

Setting	Description
<b>CA Certificate 2</b>	If your certificate's format is <b>Certificate (PEM/DER)</b> , import a certificate from the same certificate authority that issued CA Certificate 1. Specify a file if necessary.

**Parent topic:** [Using a Digital Certificate](#)

### Deleting a CA-signed Certificate

You can delete an imported CA-signed certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

**Note:** If you obtained a CA-signed certificate from Web Config, you cannot import a deleted certificate; you must obtain and import a new certificate.

1. Access Web Config and select the **Network Security** tab.
2. Select one of the following network security options and corresponding certificate:
  - **SSL/TLS** and select **Certificate**
  - **IPsec/IP Filtering** and select **Client Certificate**
  - **IEEE802.1X** and select **Client Certificate**
3. Click **Delete**.  
You see a completion message.
4. Click **OK**.

**Parent topic:** [Using a Digital Certificate](#)

#### Related tasks

[Accessing the Web Config Utility](#)

### Updating a Self-signed Certificate

If your product supports the HTTPS server feature, you can update a self-signed certificate using Web Config.

1. Access Web Config and select **Network Security**, select **SSL/TLS**, and select **Certificate**.
2. Click **Update**.

3. Enter an identifier for your product from 1 to 128 characters long in the **Common Name** field.

**Note:** You can add up to 5 IPv4 addresses, IPv6 addresses, host names, or FQDNs; separated by commas. The first value is assigned to the Common Name field, and the rest are added to the Alias field of the certificate subject. You cannot enter a space before or after a comma.

4. Select a validity period for the certificate as the **Certificate Validity (year)** setting.
5. Click **Next**.  
You see a completion message.
6. Click **OK**.
7. Click **Confirm** to verify the certificate information.

**Parent topic:** [Using a Digital Certificate](#)

#### **Related tasks**

[Accessing the Web Config Utility](#)

### **Importing a CA Certificate**

You can import a CA certificate using Web Config.

1. Access Web Config and select **Network Security**.
2. Select **CA Certificate**.
3. Select **Import**.
4. Select the CA certificate you want to import.
5. Click **OK**.

When you see the **CA Certificate** page and the imported certificate is displayed, the import is finished.

**Parent topic:** [Using a Digital Certificate](#)

### **Deleting a CA Certificate**

You can delete an imported CA certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

1. Access Web Config and select **Network Security**.
2. Select **CA Certificate**.
3. Locate the certificate you want to remove and click the **Delete** button next to it.
4. Click **OK** to confirm the deletion.

5. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

**Parent topic:** [Using a Digital Certificate](#)

**Related tasks**

[Accessing the Web Config Utility](#)

## Configuring SSL/TLS Communication

Follow the instructions in these sections to configure SSL/TLS communication using Web Config.

[Configuring SSL/TLS Settings](#)

[Configuring a Server Certificate for the Product](#)

**Parent topic:** [Using Your Product on a Secure Network](#)

### Configuring SSL/TLS Settings

If your product supports HTTPS, you can configure SSL/TLS to encrypt communications with your product.

1. Access Web Config and select the **Network Security** tab.
2. Select **SSL/TLS > Basic**.
3. Select one of the options for the **Encryption Strength** setting.
4. Select **Enable** or **Disable** for the **Redirect HTTP to HTTPS** setting as necessary.
5. Click **Next**.

You see a confirmation message.

6. Click **OK**.

**Parent topic:** [Configuring SSL/TLS Communication](#)

**Related tasks**

[Accessing the Web Config Utility](#)

### Configuring a Server Certificate for the Product

You can configure a server certificate for your product.

1. Access Web Config and select the **Network Security** tab.
2. Under **SSL/TLS**, select **Certificate**.

3. Select one of the following options:
  - **CA-signed Certificate:** Select **Import** if you have obtained a CA-signed certificate. Choose the file to import and click **OK**.
  - **Self-signed Certificate:** Select **Update** if you have not obtained a CA (Certificate Authority)-signed certificate and want the product to generate a self-signed certificate.
4. Click **Next**.

You see a confirmation message.
5. Click **OK**.

**Parent topic:** [Configuring SSL/TLS Communication](#)

#### **Related tasks**

[Accessing the Web Config Utility](#)

## **Configuring IPsec/IP Filtering**

Follow the instructions in these sections to configure IPsec/IP traffic filtering using Web Config.

[About IPsec/IP Filtering](#)

[Configuring the Default IPsec/IP Filtering Policy](#)

[Configuring the Group IPsec/IP Filtering Policies](#)

[IPsec/IP Filtering Policy Settings](#)

[IPsec/IP Filtering Configuration Examples](#)

[Configuring an IPsec/IP Filtering Certificate](#)

**Parent topic:** [Using Your Product on a Secure Network](#)

### **About IPsec/IP Filtering**

You can filter traffic to the product over the network based on IP address, service, and port by configuring a default policy that applies to every user or group connecting to the product. For control of individual users or user groups, you can configure group policies.

**Note:** IPsec is supported only by computers running Windows Vista or later, or Windows Server 2008 or later.

**Parent topic:** [Configuring IPsec/IP Filtering](#)

### **Configuring the Default IPsec/IP Filtering Policy**

You can configure the default policy for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Basic**.
3. Select **Enable** to enable IPsec/IP filtering.
4. Select the filtering options you want to use for the default policy.
5. Click **Next**.  
You see a confirmation message.
6. Click **OK**.

**Parent topic:** [Configuring IPsec/IP Filtering](#)

#### **Related tasks**

[Accessing the Web Config Utility](#)

### **Configuring the Group IPsec/IP Filtering Policies**

You can configure group policies for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Basic**.
3. Click a tab number for the policy number you want to configure.
4. Select the **Enable this Group Policy** checkbox.
5. Select the filtering options you want to use for this group policy.
6. Click **Next**.  
You see a confirmation message.
7. Click **OK**.
8. If you want to configure additional group policies, click the next tab number and repeat the configuration steps as necessary.

**Parent topic:** [Configuring IPsec/IP Filtering](#)

#### **Related tasks**

[Accessing the Web Config Utility](#)



## IPsec/IP Filtering Policy Settings

### Default Policy Settings

Setting	Options/Description
<b>Access Control</b>	<b>Permit Access</b> to permit IP packets to pass through <b>Refuse Access</b> to prevent IP packets from passing through <b>IPsec</b> to permit IPsec packets to pass through
<b>IKE Version</b>	Select the version of the Internet Key Exchange (IKE) protocol ( <b>IKEv1</b> or <b>IKEv2</b> ) that matches your network environment
<b>Authentication Method</b>	Select an authentication method, or select <b>Certificate</b> if you have imported a CA-signed certificate
<b>Pre-Shared Key</b>	If necessary, enter a pre-shared key between 1 and 127 characters long
<b>Confirm Pre-Shared Key</b>	Confirm the pre-shared key you entered
<b>ID Type</b>	If you selected <b>IKEv2</b> as the <b>IKE Version</b> setting, select the ID type from the list.
<b>ID</b>	If you selected <b>IKEv2</b> as the <b>IKE Version</b> setting, enter the necessary ID information
<b>Encapsulation</b>	If you selected <b>IPsec</b> as the <b>Access Control</b> option, select one of these encapsulation modes: <b>Transport Mode:</b> if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted <b>Tunnel Mode:</b> if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted
<b>Remote Gateway(Tunnel Mode)</b>	If you selected <b>Tunnel Mode</b> as the <b>Encapsulation</b> option, enter a gateway address between 1 and 39 characters long

Setting	Options/Description
<b>Security Protocol</b>	<p>If you selected <b>IPsec</b> as the <b>Access Control</b> option, select one of these security protocols:</p> <p><b>ESP</b>: to ensure the integrity of authentication and data, and encrypt data</p> <p><b>AH</b>: to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec</p>
<b>Algorithm Settings</b>	Select the encryption algorithm settings for the security protocol you selected

### Group Policy Settings

Setting	Options/Description
<b>Access Control</b>	<p><b>Permit Access</b> to permit IP packets to pass through</p> <p><b>Refuse Access</b> to prevent IP packets from passing through</p> <p><b>IPsec</b> to permit IPsec packets to pass through</p>
<b>Local Address(Scanner)</b>	Select an IPv4 or IPv6 address that matches your network environment; if the IP address is assigned automatically, select <b>Use auto-obtained IPv4 address</b>
<b>Remote Address(Host)</b>	Enter the device's IP address (between 0 and 43 characters long) to control access, or leave blank to control all addresses; if the IP address is assigned automatically, such as by DHCP, the connection may be unavailable, so configure a static address instead
<b>Method of Choosing Port</b>	Select the method you want to used for specifying ports
<b>Service Name</b>	If you selected <b>Service Name</b> as the <b>Method of Choosing Port</b> option, select a service name option here; see the next table for more information

Setting	Options/Description
<b>Transport Protocol</b>	<p>If you selected <b>Port Number</b> as the <b>Method of Choosing Port</b> option, select one of these encapsulation modes:</p> <p><b>Any Protocol</b>  <b>TCP</b>  <b>UDP</b>  <b>ICMPv4</b></p> <p>See the Group Policy Guidelines table for more information.</p>
<b>Local Port</b>	<p>If you selected <b>Port Number</b> as the <b>Method of Choosing Port</b> option, and <b>TCP</b> or <b>UDP</b> for the <b>Transport Protocol</b> option, enter the port numbers that control receiving packets (up to 10 ports), separated by commas, for example <b>25,80,143,5220</b>; leave this setting blank to control all ports; see the next table for more information</p>
<b>Remote Port</b>	<p>If you selected <b>Port Number</b> as the <b>Method of Choosing Port</b> option, and <b>TCP</b> or <b>UDP</b> for the <b>Transport Protocol</b> option, enter the port numbers that control sending packets (up to 10 ports), separated by commas, for example <b>25,80,143,5220</b>; leave this setting blank to control all ports; see the next table for more information</p>
<b>IKE Version</b>	<p>Select <b>IKEv1</b> or <b>IKEv2</b> depending on the device that the product is connected to</p>
<b>Authentication Method</b>	<p>If you selected <b>IPsec</b> as the <b>Access Control</b> option, select an authentication method here</p>
<b>Pre-Shared Key</b>	<p>If you selected <b>Pre-Shared Key</b> as the <b>Authentication Method</b> option, enter a pre-shared key between 1 and 127 characters long here and in the <b>Confirm Pre-Shared Key</b> field</p>
<b>ID Type</b>	<p>If you selected <b>IKEv2</b> as the <b>IKE Version</b> setting, select the ID type from the list</p>
<b>ID</b>	<p>If you selected <b>IKEv2</b> as the <b>IKE Version</b> setting, enter the necessary ID information</p>

Setting	Options/Description
<b>Encapsulation</b>	<p>If you selected <b>IPsec</b> as the <b>Access Control</b> option, select one of these encapsulation modes:</p> <p><b>Transport Mode:</b> if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted</p> <p><b>Tunnel Mode:</b> if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted</p>
<b>Remote Gateway(Tunnel Mode)</b>	If you selected <b>Tunnel Mode</b> as the <b>Encapsulation</b> option, enter a gateway address between 1 and 39 characters long
<b>Security Protocol</b>	<p>If you selected <b>IPsec</b> as the <b>Access Control</b> option, select one of these security protocols:</p> <p><b>ESP:</b> to ensure the integrity of authentication and data, and encrypt data</p> <p><b>AH:</b> to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec</p>
<b>Algorithm Settings</b>	Select the encryption algorithm settings for the security protocol you selected

#### Combinations of Local Address (Scanner) and Remote Address (Host) on Group Policy

Setting of Remote Address (Host)	Setting of Local Address (Scanner)		
	IPv4	IPv6 <sup>2</sup>	Any addresses <sup>3</sup>
IPv4 <sup>1</sup>	Yes	—	Yes
IPv6 <sup>1, 2</sup>	—	Yes	Yes
Blank	Yes	Yes	Yes

<sup>1</sup> If you selected **IPsec** as the **Access Control** option, you cannot specify a prefix length

<sup>2</sup> If you selected **IPsec** as the **Access Control** option, you can select a link-local address (fe80::), but the group policy will be disabled.

<sup>3</sup> You cannot use IPv6 link-local addresses.

## Group Policy Guidelines

Service name	Protocol type	Local/Remote port number	Controls these operations
Any	—	—	All services
ENPC	UDP	3289/Any port	Searching for a product from applications such as Epson Device Admin and the scanner driver
SNMP	UDP	161/Any port	Acquiring and configuring MIB from applications such as Epson Device Admin and the scanner driver
WSD	TCP	Any port/5357	Controlling WSD
WS-Discovery	UDP	3702/Any port	Searching for a product from WSD
Network Scan	TCP	1865/Any port	Forwarding scan data from Document Capture Pro
Network Push Scan	TCP	Any port/2968	Acquiring job information on push scanning from Document Capture Pro
Network Push Scan Discovery	UDP	2968/Any port	Searching for a computer from scanner
FTP Data (Remote)	TCP	Any port/20	FTP client (forwarding scanned data) This can control only an FTP server that uses remote port number 20.
FTP Control (Remote)	TCP	Any port/21	FTP client (controlling forwarded scanned data)
CIFS (Remote)	TCP	Any port/445	CIFS client (forwarding scanned data to a folder)
NetBIOS Name Service (Remote)	UDP	Any port/137	
NetBIOS Datagram Service (Remote)	UDP	Any port/138	
NetBIOS Session Service (Remote)	TCP	Any port/139	

Service name	Protocol type	Local/Remote port number	Controls these operations
HTTP (Local)	TCP	80/Any port	Forwarding Web Config and WSD data to a HTTP or HTTPS server
HTTPS (Local)	TCP	443/Any port	
HTTP (Remote)	TCP	Any port/80	Firmware update and root certificate update on a HTTP or HTTPS client
HTTPS (Remote)	TCP	Any port/443	

Parent topic: [Configuring IPsec/IP Filtering](#)

### IPsec/IP Filtering Configuration Examples

You can configure IPsec and IP filtering in a variety of ways, as shown in the examples here.

#### Receiving IPsec Packets Only

Use this example only for configuring a default policy.

- **IPsec/IP Filtering: Enable**
- **Access Control: IPsec**
- **Authentication Method: Pre-Shared Key**
- **Pre-Shared Key:** Enter a key up to 127 characters long

#### Receiving Scanning Data and Scanner Settings

Use this example to allow communication of printing data and printer settings from specified services.

Default policy:

- **IPsec/IP Filtering: Enable**
- **Access Control: Refuse Access**

Group policy:

- **Enable this Group Policy:** Select
- **Access Control: Permit Access**
- **Remote Address(Host):** Client IP address
- **Method of Choosing Port: Service Name**
- **Service Name:** Select **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)**, and **Network Scan**

### **Receiving Access from a Specified IP Address only**

In these examples, the client will be able to access and configure the product in any policy configuration.

Default policy:

- **IPsec/IP Filtering: Enable**
- **Access Control: Refuse Access**

Group policy:

- **Enable this Group Policy:** Select
- **Access Control: Permit Access**
- **Remote Address (Host):** Administrator's client IP address

**Note:** Regardless of policy configuration, the client will be able to access and configure the scanner.

**Parent topic:** [Configuring IPsec/IP Filtering](#)

### **Configuring an IPsec/IP Filtering Certificate**

You can configure a certificate for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Client Certificate**.
3. Click **Import** to add a new client certificate and enter any necessary settings.
4. Click **OK**.

**Parent topic:** [Configuring IPsec/IP Filtering](#)

#### **Related tasks**

[Accessing the Web Config Utility](#)

### **Connecting the Product to an IEEE 802.1X Network**

Follow the instructions in these sections to connect the product to an IEEE 802.1X network using Web Config.

[Configuring an IEEE 802.1X Network](#)

[IEEE 802.1X Network Settings](#)

[Configuring a Certificate for an IEEE 802.1X Network](#)

**Parent topic:** [Using Your Product on a Secure Network](#)

## Configuring an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can use it on a network with authentication provided by a RADIUS server with a hub as an authenticator using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IEEE802.1X**, select **Basic**.
3. Select the IEEE 802.1X setting options you want to use. To use the product on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.
4. Click **Next**.  
You see a confirmation message.
5. Click **OK**.

**Parent topic:** [Connecting the Product to an IEEE 802.1X Network](#)

### Related tasks

[Accessing the Web Config Utility](#)

## IEEE 802.1X Network Settings

You can configure these IEEE 802.1X network settings in Web Config.

Setting	Options/Description
<b>IEEE802.1X (Wired LAN)</b>	You can enable or disable settings of the page (IEEE802.1X > Basic) for IEEE802.1X (Wired LAN).
<b>IEEE802.1X (Wi-Fi)</b>	Displays the IEEE802.1X (Wi-Fi) connection status
<b>Connection Method</b>	Displays the current network connection method
<b>EAP Type</b>	Select one of these authentication methods for connections between the product and a RADIUS server: <b>EAP-TLS</b> or <b>PEAP-TLS</b> : You must obtain and import a CA-signed certificate <b>PEAP/MSCHAPv2</b> or <b>EAP-TTLS</b> : You must configure a password
<b>User ID</b>	Enter an ID between 1 and 128 ASCII characters for authentication on a RADIUS server



Setting	Options/Description
<b>Password</b>	Enter a password between 1 and 128 ASCII characters for authentication of the product. If you are using Windows as a RADIUS server, enter up to 127 ASCII characters.
<b>Confirm Password</b>	Enter the authentication password again
<b>Server ID</b>	Enter a server ID between 1 and 128 ASCII characters for authentication on a specified RADIUS server; server ID is verified in the "subject/subjectAltName" field of a server certificate sent from the RADIUS server
<b>Certificate Validation (Wired LAN)</b>	Select a valid certificate regardless of the authentication method; import the certificate using the <b>CA Certificate</b> option
<b>Anonymous Name</b>	If you selected <b>EAP-TTLS</b> , <b>PEAP-TLS</b> or <b>PEAP/MSCHAPv2</b> as the <b>Authentication Method</b> setting, you can configure an anonymous name between 1 and 128 ASCII characters instead of a user ID for phase 1 of a PEAP authentication
<b>Encryption Strength</b>	Select one of the following encryption strengths: <b>High</b> for AES256/3DES <b>Middle</b> for AES256/3DES/AES128/RC4

Parent topic: [Connecting the Product to an IEEE 802.1X Network](#)

### Configuring a Certificate for an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can configure a certificate for the network using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IEEE802.1X**, select **Client Certificate**.
3. Click **Import** to add a new client certificate.

**Note:** If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

4. Click **OK**.

Parent topic: [Connecting the Product to an IEEE 802.1X Network](#)

## Related tasks

[Accessing the Web Config Utility](#)

## Epson Open Platform Overview

Epson Open Platform is a platform that allows you to use authentication systems with your product.

It can be used with Epson Print Admin (Epson Authentication System) or a third-party authentication system. You can acquire logs by device and user, configure devices that users and groups can use, and set limits for functions.

If you connect an authentication device, you can also perform user authentication using an ID card. To ensure a secure scanning environment, different preset settings can be registered on each user's panel display to prevent misuse of the product. When authentication is enabled on the product, user authentication is required in order to start scanning.

[Configuring Epson Open Platform](#)

[Validating Epson Open Platform](#)

**Parent topic:** [Using Your Product on a Secure Network](#)

## Configuring Epson Open Platform

Enable Epson Open Platform so that you can use your product from the authentication system.

**Note:** You cannot use Epson Print Admin Serverless when the system is synchronized with Epson Open Platform.

1. Obtain a product key from the dedicated website.

**Note:** See the Epson Open Platform manual for more information.

2. Access Web Config and select the **Epson Open Platform** tab.
3. Select **Product Key or License Key**.
4. Confirm and set these options:
  - **Serial Number:** The serial number of the device is displayed.
  - **Epson Open Platform Version:** Select the version of Epson Open Platform. The corresponding version varies depending on the authentication system.
  - **Product Key or License Key:** Enter the product key you obtained.
5. Click **Next**.

The setting confirmation screen is displayed.

6. Click **OK**.

The settings are applied to the scanner.

**Parent topic:** [Epson Open Platform Overview](#)

### Validating Epson Open Platform

You can check the validity of Epson Open Platform using Web Config or the product's control panel.

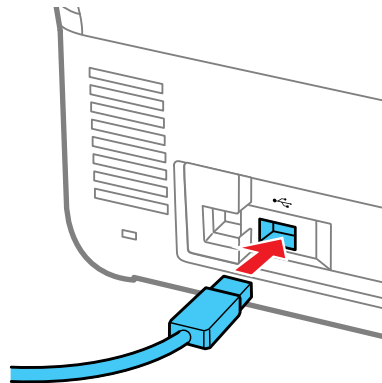
- **Web Config:** Check that a product key has been entered (**Epson Open Platform** tab > **Product Key or License Key**) and the authentication system (**Epson Open Platform** tab > **Authentication System**) is displayed on the left of the menu tree.
- **Control Panel:** Check that the product key is displayed in **Settings** > **Device Information** > **Epson Open Platform Information**.

**Parent topic:** [Epson Open Platform Overview](#)

### Connecting an Authentication Device

You can connect an authentication device such as an IC card reader using a USB cable, and check the functionality of the reader using the Web Config interface.

1. Connect the card reader's USB cable to the external interface USB port on the product.



2. Access Web Config and log in using the administrator name and password.

**Note:** You can also check the card reader status on the product control panel by selecting **Settings** > **Device Information** > **Authentication Device Status**.

3. Select **Device Management > Card Reader**.
4. Set the card reader parameters as necessary.
5. Select **Check** to verify the connection status of the authentication device.

**Note:** To confirm that the authentication device can recognize an authentication card, hold the card over the reader while you select **Check**.

6. Click **Next**.
7. Click **OK** to confirm the settings.

**Parent topic:** [Using Your Product on a Secure Network](#)

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# Solving Problems

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

[Product Status Messages](#)

[Solving Scanning Problems](#)

[Solving Network Scanning Problems](#)

[Solving Scanned Image Quality Problems](#)

[Updating Applications and Firmware](#)

[Resetting the Epson Scan 2 Settings](#)

[Uninstall Your Product Software](#)

[Where to Get Help \(U.S. and Canada\)](#)

[Where to Get Help \(Latin America\)](#)

## Product Status Messages

You can often diagnose problems with your product by checking the messages on its LCD screen. You can also select **Help** to see help information and how-to instructions on the screen.

**Note:** If the LCD screen is dark, tap the screen to wake the product from sleep mode.

LCD screen message	Condition/solution
Check the following if a computer is not found. - Connection between the scanner and the computer (USB or network) - Installation of a necessary application - Application version - Power supply to the computer - Firewall and security software settings - Group settings of a scanner and Document Capture Pro - Execution of re-searching For details, see your documentation.	Try the following: <ul style="list-style-type: none"><li>• Make sure the product is connected correctly and the latest versions of Epson Scan 2 and Document Capture Pro (Windows) or Document Capture (Mac) are installed on your computer.</li><li>• Make sure the AC adapter is securely connected to the product and an electrical outlet. Check that the outlet is working properly by plugging another electrical device into it.</li><li>• Check the firewall settings for Epson software.</li><li>• Make sure the Group setting is the same for the computer and the product.</li><li>• Search for the computer again.</li></ul>

LCD screen message	Condition/solution
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	There is a problem with the network connection to your product. Check the solutions in this guide.
RECOVERY MODE	A firmware update has failed. Connect your product using a USB cable and try updating the firmware again. If you still receive this error message, contact Epson for support.
DNS error. Check DNS settings.	<p>A communication error during scanning to a shared folder over a network has occurred. Try the following:</p> <ul style="list-style-type: none"> <li>• Make sure the computer you are scanning to is turned on and not in sleep mode.</li> <li>• Temporarily disable the computer's firewall and security software, then try saving a scan over the network again. If successful, check your security software settings.</li> <li>• Check the computer's network type to make sure it is not set to Public; you cannot save a scan to a shared folder over a public network.</li> <li>• Make sure the shared folder path matches the path registered to your product contacts list.</li> <li>• Make sure the IP address of the computer is correct. If using DHCP, obtain the IP address again. If using a static IP address, change the computer name in the shared folder path to the IP address and try again. (For example, change \\EPSON02\SCAN to \\192.168.xxx.xxx\SCAN)</li> <li>• Make sure the DNS setting is correct, and that the computer name and IP address match when the DNS server management table is updated. Contact your network administrator.</li> </ul>
Authentication error. Check the location, user name and password.	An authentication error during scanning to a shared folder over a network has occurred. Make sure the computer's user name and password are correct and match those registered to your product contacts list. Also make sure the password has not expired.

LCD screen message	Condition/solution
Communication error. Check the Wi-Fi/network connection.	<p>A wireless communication error during scanning to a shared folder over a network has occurred. Try the following:</p> <ul style="list-style-type: none"> <li>• Make sure the path to the shared folder matches the path registered to your product's contact list.</li> <li>• Make sure you enabled access rights to the shared folder in the folder Properties when you created the shared folder. See the link below for instructions on creating a shared folder using the correct properties.</li> <li>• Windows: Make sure the <b>Use Microsoft network sharing</b> setting is enabled in Web Config. Select <b>Network &gt; MS Network</b> to access the setting. See the link below for instructions on accessing Web Config.</li> </ul>
The file name is already in use. Rename the file and scan again.	A file of the same name already exists in the shared network folder you are trying to scan to. Change the file name, or move or deleted files as necessary and try scanning to the shared folder again.
Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space.	<p>The storage on the computer you are trying to scan to does not have enough space to store your scan. Try the following:</p> <ul style="list-style-type: none"> <li>• Increase the storage space in the specified folder.</li> <li>• Reduce the number of documents.</li> <li>• Lower the scanning resolution or increase the compression ratio to reduce the size of the scanned image.</li> </ul>

**Parent topic:** [Solving Problems](#)

**Related references**

[Where to Get Help \(U.S. and Canada\)](#)

[Where to Get Help \(Latin America\)](#)

**Related tasks**

[Cleaning Inside Your Product](#)

[Replacing the Rollers](#)

[Accessing the Web Config Utility](#)

[Setting a Password and Locking the Control Panel](#)

[Creating a Shared Network Folder](#)

## Solving Scanning Problems

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

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

[Forgot the Administrator Password](#)

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

[Scanning Software Does Not Operate Correctly](#)

[Paper Feeding Problems](#)

[Paper Jam Problems](#)

[Paper Protection Does Not Work Correctly](#)

[Paper Ejection Problems](#)

[Scanning is Slow](#)

[Cannot Send Scans to a Cloud Service](#)

[Cannot Send Scans to an Email](#)

**Parent topic:** [Solving Problems](#)

### Product Does Not Turn On or Turns Off Unexpectedly

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

- Make sure the AC adapter is securely connected to the product and to a working electrical outlet.
- If the product turns off unexpectedly, you may need to adjust the **Sleep Timer** and **Power Off Timer** settings on the control panel.

**Parent topic:** [Solving Scanning Problems](#)

#### Related tasks

[Changing the Sleep Timer Settings](#)

[Changing the Power Off Timer Settings](#)

### Forgot the Administrator Password

If you forget the password or inadvertently set it, contact Epson for assistance.

**Note:** In most cases, the default password is the product's serial number. If there is a "Password" label attached to the back of the product, enter the 8-digit number shown on the label. If there is no "Password" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password. If you restore the product to default settings, the administrator password resets to the initial setting.



**Parent topic:** [Solving Scanning Problems](#)

**Related tasks**

[Setting a Password and Locking the Control Panel](#)

## Scanner Button Does Not Work as Expected

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

- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Check the USB cable connection between the computer and scanner if you are connecting via USB.
- Check that the correct scanner is selected using the Epson Scan 2 Utility.
- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.
- Make sure Document Capture Pro (Windows) or Document Capture (Mac) is installed correctly. If necessary, uninstall and reinstall it.
- Make sure you have assigned the correct job to the scanner button and change it, if necessary.
- Check the status of the lights and make sure the scanner is ready to scan.
- If you are connecting your scanner over a network, make sure the Wi-Fi connection is working correctly. Try turning the wireless router off and on again, and make sure the router cable is securely connected.
- If you are connecting your scanner via USB, use only the USB cable that came with the scanner. Make sure it is connected directly to your computer and not to a USB hub.
- Make sure your scanner is not connected to another computer via USB. A USB connection takes priority over a Wi-Fi connection.
- Make sure Epson Scan 2 and other applications are installed correctly. If necessary, uninstall and reinstall it.

**Parent topic:** [Solving Scanning Problems](#)

## Scanning Software Does Not Operate Correctly

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

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- Make sure the product is turned on.

- Make sure the scanning software is installed.
- Make sure the connection between the product and your computer is secure.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- In Windows, be sure that the product is listed under **Imaging Devices** in the Device Manager.
- Check that the correct product is selected using the Epson Scan 2 Utility.
- Check that the correct setting is assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac).
- Connect the product directly to the computer. The product may not work properly when connected through a USB hub/switch.
- Document Capture Pro (Windows) does not support Windows Vista or Windows Server, so use Epson Scan 2 for scanning instead.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- Make sure the **PC Connection via USB** setting is not disabled on the control panel.
- Check that the Wi-Fi connection is working correctly. Try turning the wireless router off and on.
- If you are using the product over a network, make sure the network cable is securely connected.
- Make sure another computer is not connected to the product using a USB cable. A USB connection takes priority over a Wi-Fi connection. If another computer is connected by USB, disconnect it.
- If you are using a Mac computer, make sure you select the network that has priority on it.

[Cannot Start Epson Scan 2](#)

[Cannot Start Document Capture Pro \(Windows\) or Document Capture \(Mac\)](#)

**Parent topic:** [Solving Scanning Problems](#)

#### **Related references**

[Windows System Requirements](#)

[Mac System Requirements](#)

#### **Related tasks**

[Uninstalling Product Software - Windows](#)

[Uninstalling Product Software - Mac](#)

## Cannot Start Epson Scan 2

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

- Make sure your scanner appears in the Epson Scan 2 Utility.
- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- If you connected the scanner using a USB cable, make sure it is connected directly to your computer or through only one USB hub.
- If you are using the scanner over a network, make sure the network cable is securely connected.
- If you are using the scanner over a network, make sure your scanner is displayed in the Scanner Settings screen. If your scanner is not displayed in the list, click **Enable Editing** and click **Add**. Add your scanner on the Add Network Scanner screen.
- Make sure the **PC Connection via USB** setting is not disabled on the control panel.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

**Parent topic:** [Scanning Software Does Not Operate Correctly](#)

## Cannot Start Document Capture Pro (Windows) or Document Capture (Mac)

If you cannot start Document Capture Pro (Windows) or Document Capture (Mac), try these solutions:

- Make sure Document Capture Pro (Windows) or Document Capture (Mac), Epson Scan 2, and Epson Event Manager are installed.
- Make sure the correct setting is assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac).
- Make sure to use the USB cable that came with the scanner.
- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you upgraded your operating system but did not reinstall Document Capture Pro, try reinstalling it.
- Make sure the status light stops flashing, indicating that the scanner is ready to scan.

**Parent topic:** [Scanning Software Does Not Operate Correctly](#)

## Paper Feeding Problems

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

- If there is a jammed original inside the product, open the product cover and remove the original.
- If multiple pages feed at once, try the following:
  - Remove the originals, fan the edges to separate the sheets, if necessary, and reload them.
  - Load fewer originals at a time.
  - Load only originals that meet the specifications for your product.
  - Select **Slow** on the control panel to slow down the scanning speed.
  - Clean inside the product and clean the rollers. If the rollers were previously removed for cleaning, make sure they were properly reinstalled.
  - Use **Automatic Feeding Mode** in Epson Scan 2 and scan originals one at a time.
  - If you see a double feed error in the Epson Scan 2 window or the Document Capture Pro window (Windows only), start Epson Scan 2, select the **Main Settings** tab, select the **Detect Double Feed** setting, and select **Off**.

**Note:** If you are using Document Capture Pro, you can open the Epson Scan 2 window by pressing the **Detailed Settings** button on the Scan Settings screen.

**Parent topic:** [Solving Scanning Problems](#)

### Related references

[Optional Accessories and Replacement Parts](#)

[Original Document Specifications](#)

[Plastic and Laminated Card Specifications](#)

[Special Original Specifications](#)

[Plastic and Laminated Card Specifications](#)

[Special Original Specifications](#)

### Related tasks

[Cleaning Inside Your Product](#)

### Related topics

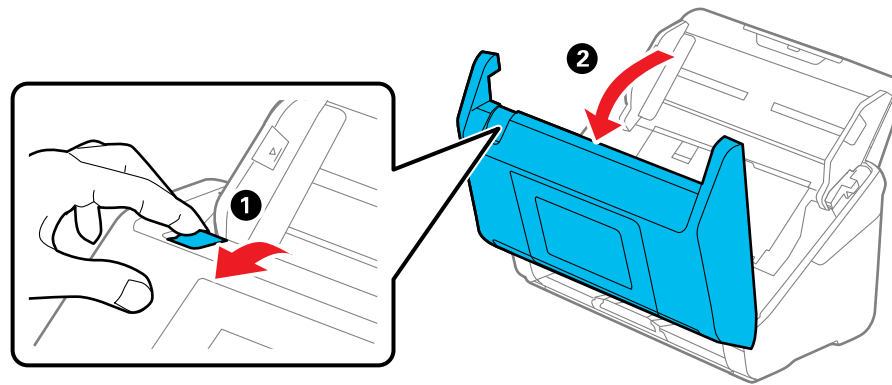
[Loading Originals](#)

## Paper Jam Problems

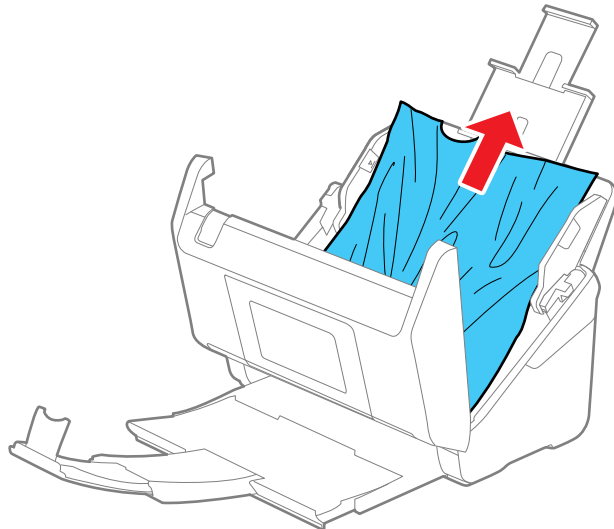
If an original is jammed in the scanner, clear the jam according to the procedure for the scanner position.

**Note:** Epson Smart Panel does not support scanning originals more than 15.5 inches (393.7 mm) in length.

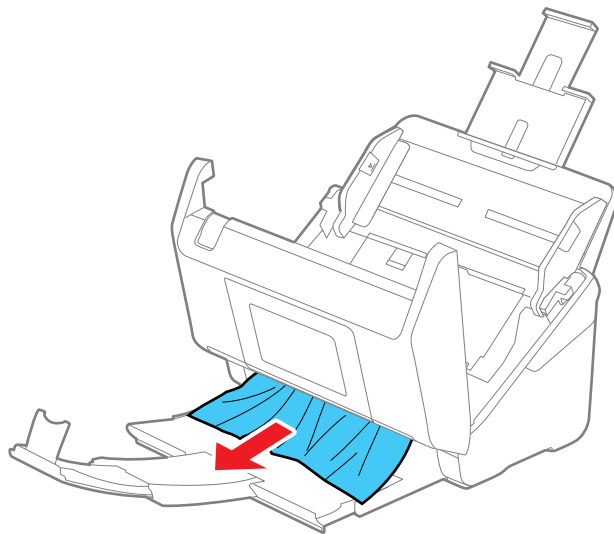
1. Turn off your product.
2. Remove all originals from the input tray.
3. Pull the lever to open the scanner cover.



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



5. If you cannot pull originals straight up, carefully pull out any jammed originals from the output tray in the direction of the arrow.

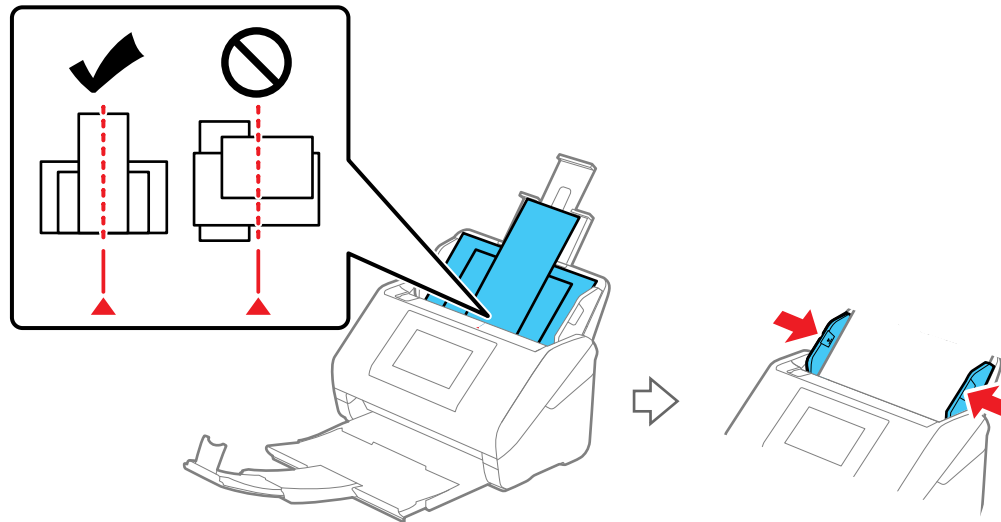


**Note:** Make sure there is no paper inside the scanner.

6. Carefully follow all loading instructions when you reload originals.

If originals jam in the product frequently, try the following:

- For originals with folds or that are curled, flatten the original before loading.
- When loading originals with a mixture of different sizes, load the originals with the side to be scanned facing up and in descending order of paper size with the widest at the back and the narrowest at the center of the input tray. Next, slide the edge guides to align them with the widest originals.



If the problem is not solved, try scanning the originals at each size separately, or scan the originals one by one. Align the edge guides to the width of the originals each time you load them. You can use the following methods to scan the originals multiple times separately and then save them to one file. Align the edge guides to the width of the originals each time you load them.

- If you are using Epson Scan 2, select the **Add or edit pages after scanning** checkbox, and then scan the original. You can add different originals or edit (rotate, move, and delete) the scanned pages after scanning. See the Epson Scan 2 help for details.
- If you are using Document Capture Pro, you can add and edit pages after scanning on the **Edit Scanned Results** screen. See the Document Capture Pro help for details.

- If you are using Epson Smart Panel, load the next original, and then tap **+Scan** after scanning the first page to display the Edit screen. You can rotate, move, and delete pages on the Edit screen.
- If you are scanning from the control panel (using the "Scan to" options), set **Automatic Feeding Mode to On (Semi-Auto)**, and then scan the originals in the order you want to save them. However, if you scan the originals and save to computer (Scan to Computer), you need to select the job settings. See the Document Capture Pro help for details.
- Enable Slow Mode to slow down the scanning speed (**Settings > Scanner Settings > Slow > On**).
- Clean inside the product and clean the rollers. If the rollers were previously removed for cleaning, make sure they were properly reinstalled.
- Check the number of sheets scanned by the pickup roller. If the number of scans exceeds the pickup roller's service life (200,000 sheets), replace the roller assembly kit with a new one. Even if the number of scans does not exceed the pickup roller's service life, we recommend replacing the roller assembly kit with a new one if the surface of the roller is worn out.

**Note:** You can check the number of sheets scanned by the pickup roller on the control panel or in the Epson Scan 2 Utility. To check from the control panel, select **Scanner Maintenance > Roller Replacement** on the home screen, and then check the number of scans displayed under Roller Replacement. To check from the Epson Scan 2 Utility, start the Epson Scan 2 Utility, click the **Counter** tab, and then check the **Number of Scans** under Roller Assembly Kit.

- After scanning, remove the original from the output tray.

**Parent topic:** [Solving Scanning Problems](#)

#### **Related references**

[Original Document Specifications](#)

[Plastic and Laminated Card Specifications](#)

[Special Original Specifications](#)

[Where to Get Help \(U.S. and Canada\)](#)

[Where to Get Help \(Latin America\)](#)

#### **Related tasks**

[Cleaning Inside Your Product](#)

#### **Related topics**

[Loading Originals](#)



## Paper Protection Does Not Work Correctly

To reduce damage to the original, the Paper Protection feature immediately stops scanning if a paper feed error is detected. If the Paper Protection feature does not work correctly, try these solutions:

- If your scanned original is damaged, make sure that the Paper Protection feature is enabled. Increase the detection level, if necessary.
- If misdetection occurs frequently, lower the Paper Protection detection level.
- Set the Paper Protection feature to **Off** on the LCD screen (**Settings > Scanner Settings > Paper Protection > Off**) when scanning plastic cards and thick originals.
- When scanning multiple originals, make sure that the leading edges of the documents are aligned. If the leading edges of the documents are not aligned, they may be mistakenly detected as a paper feed error even if they are scanned correctly.
- Make sure you align the edge guides with the original to avoid scanning at an angle.

Parent topic: [Solving Scanning Problems](#)

## Paper Ejection Problems

If ejected originals do not stack neatly on the output tray, try these solutions:


- Extend the output tray extensions so that they are a little bit longer than the length of the originals, and raise the stopper so that the ejected originals can be stacked neatly on the output tray.
- Adjust the position of the stopper on the output tray extension to fit the ejected originals.
- If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the product. If the scanned images are affected by the originals ejecting below the product, try placing the product on the edge of a table where the ejected originals can drop freely.
- When scanning originals that are a mixture of different sizes, you can improve the alignment of ejected originals by using the paper alignment plate. (The paper alignment plate is included with DS-900WN; it is an option for DS-800WN.)

Parent topic: [Solving Scanning Problems](#)

## Scanning is Slow

If scanning becomes slow, try these solutions:

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

- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.
- The scanning speed may be reduced depending on the image adjustment features in Epson Scan 2.
- If scanning becomes slower after scanning continuously with the ADF for a long time, the scanner may have automatically slowed down to protect the scanner mechanism from overheating or becoming damaged. Let the scanner rest with the power on for 30 minutes, then try scanning again.
- Make sure the **Slow** setting is turned off on the scanner control panel. (The  icon displays on the control panel when slow mode is off.)
- If you are running virus protection or other security software, exclude the TWAIN.log files from monitoring or set the TWAIN.log file as read only. See your virus protection or security software instructions for details. The TWAIN.log file is saved in C:\Users\<(user name)\AppData\Local\Temp.

**Note:** You may need to unhide system folders to view files in that location.

- If you are scanning over a network, factors such as interference, network traffic, or weak signal strength may affect your scanning speed.
- Computers with USB 3.0 (SuperSpeed) or USB 2.0 (Hi-Speed) ports can scan faster than those with USB 1.1 ports. If you are using a USB 3.0 or 2.0 port with the scanner, make sure it meets the system requirements.

**Parent topic:** [Solving Scanning Problems](#)

**Related references**

[Windows System Requirements](#)

[Mac System Requirements](#)

## Cannot Send Scans to a Cloud Service

If you cannot send a scan to a cloud service, try these solutions:

- Make sure your computer is connected to the internet.
- Make sure the login information you entered for the cloud service is correct.
- Make sure the cloud service is not down for system maintenance. Check the cloud service website for more information.

**Parent topic:** [Solving Scanning Problems](#)

## Cannot Send Scans to an Email

If you cannot send a scan to an email address, try these solutions:

- Make sure the destination email address is working.
- Make sure the email server settings are correct.
- Contact the email server administrator to make sure the server is running.

**Parent topic:** [Solving Scanning Problems](#)

## Solving Network Scanning Problems

Check these solutions if you have problems scanning over a network.

[Cannot Scan Over a Network](#)

[Product Cannot Connect to a Wireless Router or Access Point](#)

[Cannot Access Web Config](#)

[Network Software Cannot Find Product on a Network](#)



[Wired Network Connection Becomes Unstable](#)

[Cannot Save a Scan to a Shared Folder Over a Network](#)

**Parent topic:** [Solving Problems](#)

## Cannot Scan Over a Network

If you have problems scanning over a network, try these solutions:

- Check the product control panel for error messages. If you have the notification email set when the events occur, you can promptly learn the status.
- Make sure the computer and product are connected to the same network (or network subnet/VLAN).
- If the product and computer cannot communicate and are connected to the same network (or network subnet/VLAN), check if your router or access point uses the privacy separator and disable it, if necessary. Follow the instructions in your router or access point documentation to disable the privacy separator.
- Move the product and computer or smart device closer to the router or access point.
- If you cannot scan from the  start button on the product, make sure you restarted your computer after installing the scanning software. Also start Epson Scan 2 before scanning with the  start button.
- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.

- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart the program. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try starting Epson Scan 2 again.
- Check the network connection setting in the Epson Scan 2 Utility.
- You may need to temporarily disable the firewall and any anti-virus software on your wireless router or access point.
- If you see the message "Network product is not available: currently being used by user", there may be a communication error between the product and computer. Restart the product.
- Epson Scan 2 does not support networks that use only IPv6. Use Epson Scan 2 on a network that supports IPv4.
- If the Firewall function is active, the product may not be discovered by the Epson Scan 2 Utility. Open the Epson Scan 2 Utility, enter the IP address for your product, and click **Add**.
- Restart the product and check the IP address on the product control panel.
- Make sure the router, switch, or hub is turned on.
- Restart the router, switch, or hub, wait for approximately one minute after restarting, then check the connection again.
- The order in which the router, access point, switch, or hub and product are turned on may cause a temporary connection error. Restart the product, wait for approximately one minute after restarting, then check the connection again.
- Make sure the Ethernet cable is securely connected to your product and to your router, switch, or hub. Check to see if the LED for the port to which your product is connected is on or flashing. If the link LED is off, try connecting your product to a different port on the router, switch, or hub or try changing the Ethernet cable.
- If you see a message telling you the product is not available, there may be a communication error between the product and computer. Restart the product.
- If there is an IP address conflict, the network connection may become unavailable. Check the IP address for each device and assign unique IP addresses.
- Restart the computer.

**Parent topic:** [Solving Network Scanning Problems](#)

#### **Related tasks**

[Starting a Scan Using the Product Control Panel](#)

[Starting a Scan from a Smartphone or Tablet](#)

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

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

[Determining the Product's IP Address](#)

### **Related topics**

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

## **Product Cannot Connect to a Wireless Router or Access Point**

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS), make sure you activate WPS on your product within 2 minutes of activating WPS discovery mode on the router by pressing the WPS button or enabling the WPS setting in your router firmware.
- Make sure to place your product within contact range of your router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.
- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- You may need to temporarily disable your firewall and any anti-virus software on your wireless router or access point. Then try scanning again. You can also unblock your product driver or network address in your firewall or anti-virus software.
- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, check the label on the back or bottom of your product. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- The product may not be able to communicate with a computer with both Ethernet and Wi-Fi adapters enabled. Disable all network interfaces except for the interface connected to the product.
- Turn off all of the devices you are trying to connect to the network. Wait about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, scanner. Move the scanner and computer or smart device closer to the wireless router, and then try to make network settings again.

- If you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router. Connect the computer or smart device to the same SSID as the scanner.
- Enable the DHCP function on the router or access point.
- Check that the product's IP address is set correctly.
- If you cannot start scanning from a smart device, make sure the product and smart device are connected correctly. Use the Epson Smart Panel to check the connection status for the smart device and the product.

**Parent topic:** [Solving Network Scanning Problems](#)

**Related concepts**

[Wi-Fi Direct \(Simple AP\) Mode Setup](#)

**Related tasks**

[Selecting Wireless Network Settings from the Control Panel](#)

[Using the Epson Smart Panel Mobile App](#)




**Related topics**

[Wi-Fi or Wired Networking](#)

## Cannot Access Web Config

If you cannot access Web Config on your product, try these solutions:

- Make sure your product is turned on and connected to your network using the correct IP address. Verify the connection using your product control panel.
- Make sure your browser supports the Encryption Strength for SSL/TLS. If you selected **High** as the **Encryption Strength** setting in Web Config, your browser must support AES (256-bit) or 3DES (168-bit) encryption. Check your browser's encryption support or select a different **Encryption Strength** option.
- Check to see if your CA-signed Certificate is expired. If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the scanner's date is configured correctly.
- If the common name of the certificate and the scanner do not match, the message "The name of the security certificate does not match" is displayed when accessing Web Config using SSL/TLS communication (https). For Self-signed Certificate, update the certificate. For CA-signed Certificate, take the certificate again for the scanner.

- If you are using a proxy server with your product, configure the browser's proxy settings as follows:
  - **Windows 11:** Click , then search for **Proxy Settings** and select it. Scroll down and set **Use a proxy server** to **On**.
  - **Windows 10:** Click  > **Settings** > **Network and Internet** > **Proxy**. Scroll down and set **Use a proxy server** to **On**. Select **Don't use proxy server for local (Intranet) addresses**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **PC Settings** > **Network** > **Proxy**. Scroll down and set **Use a proxy server** to **On**. Select **Don't use proxy server for local (Intranet) addresses**.
  - **Windows (other versions):** Click  or **Start** and select **Control Panel** > **Network and Internet** > **Internet Options** > **Connections** > **LAN settings** > **Proxy server** > **Bypass proxy server for local addresses**.
  - **Mac:** Select **System Preferences** > **Network** > **Advanced** > **Proxies**. Register the local address under **Bypass proxy settings for these Hosts & Domains**. For example, 192.168.1.\*: Local address 192.168.1.XXX, subnet mask 255.255.255.0.

Parent topic: [Solving Network Scanning Problems](#)

## Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify the connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- Make sure your product is not connected to a guest network.
- If necessary, reinstall your software and try running EpsonNet Setup again:
  1. Reset your product's network settings to their factory defaults.
  2. **Windows only:** Uninstall your product software.
  3. Restart your router following the instructions in your router documentation.

**Note:** If you are reading these instructions online, you will lose your Internet connection when you restart your router, so note the next step before restarting it.

4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.

- If you have replaced your router, reinstall your product software to connect to the new router.
- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

**Parent topic:** [Solving Network Scanning Problems](#)

**Related concepts**

[Wi-Fi Direct \(Simple AP\) Mode Setup](#)

**Related tasks**

[Uninstalling Product Software - Windows](#)

[Uninstalling Product Software - Mac](#)

## Wired Network Connection Becomes Unstable

When you connect your product to a wired network using a router or access point that supports IEEE 802.3az (Energy Efficient Ethernet), the connection may become unstable, you may be unable to connect to the product, and the communication speed may become slow. If you experience any of these issues, follow the steps below to disable IEEE 802.3az and then connect your product again.

1. Disconnect the Ethernet cables connected to the computer and your product.
2. Disable IEEE 802.3az for the computer's network adapter if it is enabled (check your operating system's Ethernet connection settings).
3. Connect the computer and your product directly with an Ethernet cable.
4. Check the product's IP address on the LCD screen (**Settings > Network Settings > Network Status > Wired LAN/Wi-Fi Status > IP Address**).
5. On the computer, open a web browser and enter your product's IP address.
6. Select **Network > Wired LAN**.
7. Select **OFF** for IEEE 802.3az. and click **Next**.
8. Click **OK** and remove the Ethernet cable connecting the computer and your product.
9. If you disabled IEEE 802.3az for your computer's network adapter, enable it.
10. Reconnect the Ethernet cables from the router or access point to your computer and product.

If problems still occur, other devices on the network may be causing them.

**Parent topic:** [Solving Network Scanning Problems](#)



## Cannot Save a Scan to a Shared Folder Over a Network

If you cannot save a scan to a shared folder when scanning over a network, or saving takes a very long time, try these solutions:

- Make sure that the computer is turned on and is not running in a power-saving mode, such as sleep or standby.
- Make sure you created a shared folder on your computer (Windows).
- Make sure the network folder does not already contain a file of the same name. If so, rename the file and try again.
- Make sure you added the correct user permissions.
- If you registered the shared folder path to your product's control panel contact list or entered the path manually to scan, make sure you used the correct path.
- Make sure the address in your product's control panel contact list and the address of the shared folder are the same.
- Make sure the user name and password are correct on the computer and product's control panel Contacts list. Also, make sure that the password has not expired.
- If you are using a laptop and the IP address is set to DHCP, the IP address may change when reconnecting to the network. Obtain the IP address again.
- Make sure your network type is not set to **Public network**. You cannot scan to a shared folder when using a public network. Set the forward settings for each port.
- If saving your scan to a shared folder takes a very long time, make sure the DNS setting and the DNS domain name are correct. Contact your network administrator for instructions.
- Temporarily disable the computer's Firewall and security software. If this clears the error, check the settings in the security software.
- Make sure the access rights for the user in the contacts list are added on the Sharing tab and Security tab of the shared folder's properties. Also, the permissions for the user should be set to "allowed".
- Make sure there is enough disk space on the computer. Increase the free space on the computer, if necessary.

**Parent topic:** [Solving Network Scanning Problems](#)

### Related tasks

[Creating a Shared Network Folder](#)

[Registering Contacts for Email, Network, or FTP Scanning - Control Panel](#)

[Registering Contacts for Email, Network, or FTP Scanning - Web Config](#)

[Selecting the Date and Time](#)

## Solving Scanned Image Quality Problems

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

**Note:** For solutions when using Document Capture Pro (Windows) or Document Capture (Mac) software, see the Document Capture Pro (Windows) or Document Capture (Mac) help utility.

[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](#)

[Uneven Colors Appear in Scanned Image](#)

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

[Scanned Image is Cropped](#)

[Cannot Solve Problems in the Scanned Image](#)

**Parent topic:** [Solving Problems](#)

### Back of Original Image Appears in Scanned Image

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

**Note:** If you select **Color** as the Image Type setting, you can change the level from Standard to High to remove more of the background.

If the image is still visible, you can also try setting a lower level for **Edge Enhancement** or a higher level for **Noise Reduction**.

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

#### Related references

[Image Format Options](#)

#### Related tasks

[Scanning in Epson Scan 2](#)

## Scanned Characters are Blurry

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

- Make sure you do not move the product or original while scanning.
- Operate the product on a flat, stable surface.
- Make sure the originals are ejecting properly.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
  - Select the **Text Enhancement** setting.
  - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting or change the **Edge Enhancement** and **Noise Reduction Level** settings or click **Settings** and adjust the slider for **Emphasize light letters / Remove background**, turn off **Remove spot noise**, or set the level to **Low**.
  - Increase the **Resolution** setting.
  - Set the **Image Type** to **Grayscale**.
  - If you are scanning in JPEG format, change the compression level. Click **Options** in the Image Format menu and change the **Image Quality** setting.

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

### Related references

[Image Format Options](#)

### Related tasks

[Scanning in Epson Scan 2](#)

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

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

- Make sure your original is loaded straight on your product.
- Use an original with clear text.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
  - Select the correct **Image Type** setting.
  - If the **Image Type** is set to **Black & White**, select **Text Enhancement**. If the Image Type is set to **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.
  - If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting.

- Set the **Image Type** to **Grayscale**.
- Set the scanning resolution between 200 and 600 dpi.
- If the original document is in landscape mode, set the **Rotate** setting to **Auto** in Epson Scan 2.
- If you are using OCR software, check the manual for any additional adjustments.
- Scan thermal paper receipts as soon as possible. They may deteriorate due to age or friction.
- When saving to Microsoft Office or Searchable PDF files, check that the correct languages are selected. Check the language in each save setting window.

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

**Related references**

[Image Format Options](#)

**Related tasks**

[Scanning in Epson Scan 2](#)

## Ripple Patterns Appear in an Image

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

- Select the **Descreening** setting on the Advanced Settings tab.
- Select a lower **Resolution** setting.

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

**Related references**

[Image Format Options](#)

**Related tasks**

[Scanning in Epson Scan 2](#)

## Uneven Colors Appear in Scanned Image

If colors in your scanned images look uneven, try these solutions:

- Change the orientation of the product so that light is not falling directly on the front of the product.
- Move the product to a location where it will not be subjected to strong light sources or direct sunlight.

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

## Spots or Lines Appear in All Scanned Images

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

- Clean the rollers and glass scanning surfaces inside your product using a genuine Epson cleaning kit or a soft, moist cloth.
- Remove any dirt from your original.
- Enable the **Detect Glass Dirt** setting in the Epson Scan 2 Utility. You can also enable Glass Dirt Detection on the product's control panel (**Settings > Scanner Settings > Glass Dirt Detection > On-Low** or **On-High**).

**Note:** If glass dirt detection does not work correctly, adjust the setting. If the glass dirt alert screen appears after cleaning the inside of the product, check the glass surface again (scratches on the glass may be detected as a glass dirt).

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

### Related tasks

[Cleaning Inside Your Product](#)


## Scanned Image is Cropped

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

- Select **Auto Detect** or **Auto Detect (Long Paper)** as the Document Size setting in Epson Scan 2, Document Capture Pro.
- If the document size is not detected correctly using the **Auto Detect** setting, select the size of your original from the **Document Size** list.

**Note:** If the size you want to scan is not on the list, select **Customize** to create it manually (Windows only).

- In Epson Scan 2, select the **Main Settings** tab. Select **Document Size > Settings** and adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting. In Document Capture Pro, select **Detailed Settings** from the Scan window. Click **Configuration** and select the **Document** tab. Adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- In Epson Scan 2, select the **Advanced Settings** tab. Make sure the **Edge Fill** setting is set to **None**.
- **Document Capture Pro (Windows):** Select **Detailed Settings** from the Scan window. Select **Document Size > Settings** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

- **Document Capture (Mac):** Click the  Scan button and select **Main Settings** from the Scan window. Select **Document Size** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

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

**Related tasks**



[Scanning in Epson Scan 2](#)

## Cannot Solve Problems in the Scanned Image

If you have tried all of the solutions and have not solved the problem, initialize the scanner driver (Epson Scan 2) settings using Epson Scan 2 Utility.

**Note:** Epson Scan 2 Utility is one of the applications supplied with the scanner software.

1. Start Epson Scan 2 Utility

- **Windows 11:** Click , then search for **Epson Scan 2 Utility** and select it.
- **Windows 10:** Click , and select **EPSON > Epson Scan 2 Utility**.
- **Windows 8.x:** Enter the application name in the search charm, and then select the displayed icon.
- **Windows 7:** Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
- **Mac OS:** Select **Go > Applications > Epson Software > Epson Scan 2 Utility**.

2. Select the **Other** tab.

3. Click **Reset**.

**Note:** If initialization does not solve the problem, uninstall and re-install the scanner driver (Epson Scan 2).

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



## Updating Applications and Firmware

You may be able to solve certain problems and improve or add functions by updating the applications and firmware to the latest version.

**CAUTION:** Do not turn off the computer or the scanner while updating.

1. Make sure that the scanner and the computer are connected, and that the computer is connected to the internet.
2. Start **EPSON Software Updater** and update the applications or firmware.

**Note:** Windows Server operating systems are not supported.

- **Windows 11:** Click , then search for **EPSON Software Updater** and select it.
- **Windows 10:** Click , then select **Epson Software > EPSON Software Updater**.
- **Windows 8.x:** Enter the application name in the search charm, and then select the displayed icon.
- **Windows 7:** Click the start button, and then select **All Programs** or **Programs > Epson Software > EPSON Software Updater**.
- **Mac OS:** Select **Finder > Go > Applications > Epson Software > EPSON Software Updater**.

**Note:** If you cannot find the application you want to update in the list, you cannot update the application using the EPSON Software Updater. Check for the latest versions of the applications on the Epson support website.

### Updating the Firmware using the Control Panel

If the product can be connected to the Internet, you can also update the product's firmware using the control panel and set the product to regularly check for firmware updates and notify you if any are available.

1. Select **Settings** on the home screen.
2. Select **System Administration > Firmware Update > Update**.

**Note:** Select **Notification > On** to set the scanner to regularly check for available firmware updates.

3. Check the message displayed on the screen and start searching for available updates.
4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

**CAUTION:** Do not turn off or unplug the product until the update is complete; otherwise, a malfunction may occur.

**Note:** If the firmware update is unsuccessful, the product does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the product is turned on. In this case, you need to update the firmware again using a computer. Connect the product to the computer with a USB cable and download the latest firmware from the Epson website. Then follow the on-screen instructions to update the firmware. (You cannot update the firmware over a network connection if "Recovery Mode" is still displayed on the LCD screen.)

### Updating Firmware without Connecting to the Internet

You can download the product's firmware from the Epson website on the computer, and then connect the product and the computer via USB cable to update the firmware. If you cannot update over the network, try this method.

**Note:** Make sure Epson Scan 2 is installed on your computer. If Epson Scan 2 is not installed, download the software from the Epson website and install it on your computer.

1. Download the latest firmware from the Epson website.
2. Connect your product to the computer using a USB cable.
3. Double-click the downloaded .exe file to start the Epson Firmware Updater.
4. Follow the on-screen instructions to update the firmware.

### Updating the Firmware Using Web Config


To update the firmware using Web Config, select the **Device Management** tab > **Firmware Update**, check the displayed message, and then click **Start** and follow the on-screen instructions.

**Note:** You can also update the firmware using Epson Device Admin. You can visually confirm the firmware information on the device list. It is useful when you want to update multiple devices' firmware. See the Epson Device Admin guide or help for more details.



Parent topic: [Solving Problems](#)

## Resetting the Epson Scan 2 Settings

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

1. Do one of the following to start the Epson Scan 2 Utility:
  - **Windows 11:** Click , then search for **Epson Scan 2 Utility** and select it.



- **Windows 10:** Click  > **EPSON** > **Epson Scan 2 Utility**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
  - **Windows 7:** Click , and select **All Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
  - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.
2. Click the **Other** tab.
  3. Click **Reset** and confirm your choice.

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

Parent topic: [Solving Problems](#)

## Uninstall Your Product Software

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



[Uninstalling Product Software - Windows](#)

[Uninstalling Product Software - Mac](#)

Parent topic: [Solving Problems](#)

## Uninstalling Product Software - Windows

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Do the following to uninstall each of your scanning software programs and follow any on-screen instructions:
  - **Windows 10:** Click  and select  (Settings) > **Apps** > **Apps & features**. Select the product software program and click **Uninstall**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the product software program and click **Uninstall/Change**.
4. Restart your computer, then see the *Start Here* sheet to re-install your software.

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

**Parent topic:** [Uninstall Your Product Software](#)

## Uninstalling Product Software - Mac

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

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

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

**Parent topic:** [Uninstall Your Product Software](#)

## Where to Get Help (U.S. and Canada)

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

### Internet Support

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

### Speak to a Support Representative

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

- Product name

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

Then call:

- U.S.: (562) 276-4300, 7 AM to 4 PM, Pacific Time, Monday through Friday
- Canada: (905) 709-3839, 7 AM to 4 PM, Pacific Time, Monday through Friday

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

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

### **Purchase Supplies and Accessories**

You can purchase genuine Epson accessories at [epson.com](http://epson.com) (U.S. sales) or [epson.ca](http://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](#)

## **Where to Get Help (Latin America)**

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

### **Internet Support**

Visit Epson's support website at [latin.epson.com/support](http://latin.epson.com/support) 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:

<b>Country</b>	<b>Telephone</b>
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 3004-6627 Other areas: 0800-377-6627 / 0800-EPSONBR
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 602-4751 Other cities: 01-8000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067

\* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. 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 from an Epson authorized reseller. To find the nearest reseller, visit [latin.epson.com](http://latin.epson.com) or call your nearest Epson sales office.

**Parent topic:** [Solving Problems](#)

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# Technical Specifications

These sections list the technical specifications for your product.

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

[Windows System Requirements](#)

[Mac System Requirements](#)

[General Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Network Interface Specifications](#)

[USB Device Specifications](#)

[Safety and Approvals Specifications](#)

[Port Settings](#)

## Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

- Windows 11 or later
- Windows 10
- Windows Server 2008 or later

**Note:** For the latest product software available for your operating system, visit the Epson support site at [epson.com/support](#) (U.S.), [epson.ca/support](#) (Canada), or [latin.epson.com/support](#) (Latin America), select your product, and select **Downloads**.

**Parent topic:** [Technical Specifications](#)

## Mac System Requirements

To use your product and its software, your Mac should use one of these operating systems:

- macOS 14.x
- macOS 13.x
- macOS 12.x
- macOS 11.x
- macOS 10.15.x
- macOS 10.14.x

**Note:** The UNIX File System (UFS) for OS X and Fast User Switching on OS X is not supported.

For the latest product software available for your operating system, visit the Epson support site at [epson.com/support](https://www.epson.com/support) (U.S.), [epson.ca/support](https://www.epson.ca/support) (Canada), or [latin.epson.com/support](https://www.latin.epson.com/support) (Caribbean), select your product, and select **Downloads**.

**Parent topic:** [Technical Specifications](#)

## General Specifications

<b>Scanner type</b>	Sheet feed, one pass duplex, color
<b>Photoelectric device</b>	CIS
<b>Effective pixels</b>	5100 × 9300 pixels at 600 dpi 2550 × 64,500 pixels at 300 dpi
<b>Light source</b>	RGB LED
<b>Scanning resolution</b>	600 dpi (main scan) 600 dpi (sub scan)
<b>Output resolution</b>	50 to 1200 dpi in 1 dpi increments (when scanning with a computer)

**Note:** Available resolutions may vary depending on the scanning method.

<b>Document size</b>	Maximum: 8.5 × 240 inches (215.9 × 6096 mm) Minimum: 2 × 2 inches (50.8 × 50.8 mm)
	<b>Note:</b> Maximum length may vary depending on the scanning method and resolution.
<b>Paper input</b>	Facedown loading
<b>Paper output</b>	Facedown ejection
<b>Paper capacity</b>	100 sheets of paper at 21 lb (80 g/m <sup>2</sup> ) weight
<b>Color Depth</b>	Color: 30 bits per pixel internal (10 bits per pixel per color) 24 bits per pixel external (8 bits per pixel per color) Grayscale: 10 bits per pixel internal 8 bits per pixel external Black-and-white: 10 bits per pixel internal 1 bit per pixel external
<b>Interface</b>	SuperSpeed USB 3.0 (backward-compatible with USB 1.1) Hi-speed USB (Host) IEEE802.11b/g/n or IEEE802.11a/b/g/n/ac
	<b>Note:</b> Available Wi-Fi interfaces vary depending on your region.
	Ethernet 1000BASE-T/100BASE-TX/10BASE-T

Parent topic: [Technical Specifications](#)

## Dimension Specifications

<b>Height</b>	6.6 inches (167 mm)
<b>Width</b>	11.7 inches (296 mm)



<b>Depth</b>	6.7 inches (169 mm)
<b>Weight</b>	8.2 lb (3.7 kg)

**Note:** Dimensions do not include projecting parts.

**Parent topic:** [Technical Specifications](#)

## Electrical Specifications

### Scanner

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

<b>Rated DC input power supply voltage</b>	DC 24 V
<b>Rated DC input current</b>	1 A

## Power consumption

### USB Connection:

Operating:

- **DS-900WN:** 19 W (approximate)
- **DS-800WN:** 18 W (approximate)

Ready mode: 5.6 W (approximate)

Sleep mode: 1.2 W (approximate)

Power off mode: 0.1 W (approximate)

### Wi-Fi Connection:

Operating: 19 W (approximate)

Ready mode: 5.8 W (approximate)

Sleep mode: 1.4 W (approximate)

Power off mode: 0.1 W (approximate)

### Ethernet Connection:

Operating:

- **DS-900WN:** 20 W (approximate)
- **DS-800WN:** 19 W (approximate)

Ready mode: 6.1 W (approximate)

Sleep mode: 1.2 W (approximate)

Power off mode: 0.1 W (approximate)

## AC Adapter

<b>AC adapter model</b>	100 to 240 V model: A461H 220 to 240 V model: A462E
<b>Rated input current</b>	1 A
<b>Rated frequency range</b>	50 to 60 Hz
<b>Rated output power supply voltage</b>	DC 24 V
<b>Rated output current</b>	1 A

Parent topic: [Technical Specifications](#)

## Environmental Specifications

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

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

Parent topic: [Technical Specifications](#)

## Network Interface Specifications

### Wi-Fi

<b>Standards</b>	IEEE802.11a/b/g/n/ac; IEEE802.11n available only on the 20 MHz channel
<b>Frequency ranges</b>	IEEE802.11b/g/n: 2.4 GHz IEEE802.11a/n/ac: 5 GHz
<b>Wi-Fi channels</b>	2.4 GHz: 1/2/3/4/5/6/7/8/9/10/11 5 GHz: W52 (36/40/44/48) W53 (52/56/60/64) W56 (100/104/108/112/116/132/136/140) W58 (149/153/157/161/165)

<b>Wi-Fi Direct channels</b>	<p>2.4 GHz: 1/2/3/4/5/6/7/8/9/10/11/12/13</p> <p>5 GHz: W52 (36/40/44/48) W58 (149/153/157/161/165)</p>
<b>Connection modes</b>	<p>Infrastructure mode</p> <p>Wi-Fi Direct (Simple AP); not supported for IEEE802.11b</p> <p><b>Note:</b> Infrastructure and Wi-Fi Direct modes or an Ethernet connection can be used simultaneously.</p>
<b>Wireless security protocols</b>	<p>WEP (64/128 bit)</p> <p>WPA2-PSK (AES); complies with WPA2 standards with support for WPA/WPA2 Personal</p> <p>WPA3-SAE (AES)</p> <p>WPA2/WPA3-Enterprise</p> <p><b>Note:</b> Wi-Fi Direct supports only WPA2-PSK (AES).</p>
<b>Ethernet</b>	
<b>Standards</b>	<p>IEEE802.3i (10BASE-T)<sup>1</sup></p> <p>IEEE802.3u (100BASE-TX)<sup>1</sup></p> <p>IEEE802.3ab (1000BASE-T)<sup>1</sup></p> <p><b>Note:</b> To prevent risk of radio interference, use a Category-5e or higher shielded twisted pair cable.</p> <p>IEEE802.3az (Energy Efficient Ethernet); connected device should be IEEE802.3az compliant</p>
<b>Communication mode</b>	Auto, 10 Mbps Full duplex, 10Mbps Half duplex, 100 Mbps Full Duplex, 100 Mbps Half duplex
<b>Connector</b>	RJ-45

<sup>1</sup> Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

### Security Protocol

- IEEE802.1 X IEEE802.1X (requires a connected device compliant with IEEE802.1X)
- IPsec/IP Filtering
- SSL/TLS; HTTPS Server/Client
- SMTPS; STARTTLS and SSL/TLS
- SNMPv3

### Network Features and IPv4/IPv6 Support

Epson Scan 2	IPv4, IPv6
Document Capture Pro/Document Capture	IPv4
Epson Connect (Scan to Cloud)	IPv4
AirPrint	IPv4, IPv6

Parent topic: [Technical Specifications](#)

## USB Device Specifications

**USB Memory Device** 2 TB (formatted in FAT, FAT32, or exFAT)

**Note:** Devices with security settings (such as a password or encryption) and devices requiring a dedicated driver are not supported. Epson cannot guarantee the operation of externally connected devices.

Parent topic: [Technical Specifications](#)

# Safety and Approvals Specifications

## Scanner

<b>United States</b>	EMC: FCC part 15 Subpart B class B
<b>Canada</b>	EMC: CAN ICES-3 (B)/NMB-3 (B)

## AC Adapter (A461H)

<b>United States</b>	Safety: UL60950-1 EMC: FCC part 15 Subpart B class B
<b>Canada</b>	Safety: CAN/CSA C22.2 No. 60950-1 EMC: CAN ICES-3 (B)/NMB-3 (B)

This equipment contains the following wireless module:

- Manufacturer: Seiko Epson Corporation.
- Type: J26H005

This product conforms to Part 15 of the FCC Rules and RSS of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

## Notice for Mexico

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Product Model: DS-800WN (J382J)/DS-900WN (J382J)

WLAN Module Model: J26H005

Brand: EPSON

IFT Certification Number: RCPEPJ219-2102

### **Notice for Paraguay**

Imported by:

Fastrax, S.A.

Av. Perú esq. Río de Janeiro, Barrios Las Mercedes, Asunción, Paraguay

Imported by:

Sol Control S.R.L.

Av. Gral. Bernardino Caballero 810 esq. Celsa Speratti, Asunción, Paraguay

### **Notice for Peru**

Product Model: DS-800WN (J382J)/DS-900WN (J382J)

Brand: EPSON

This product uses the following WLAN module:

WLAN Module Model: J26H005

FCC ID: BKMFBJ26H005

Product Manufacturer: Seiko Epson Corporation

Address: 3-3-5 Owa Suwa-shi, Nagano-Ken 392-8502, Japan

**Parent topic:** [Technical Specifications](#)

## **Port Settings**

The following port settings should be made available by the system administrator as necessary.

### When the Sender (Client) is the Scanner

Purpose	Destination (Server)	Protocol	Port Number	
Sending files using the scan to network folder option on the scanner	FTP/FTPS server	FTP/FTPS (TCP)	20	
			21	
	File server	SMB (TCP)	445	
			NetBIOS (UDP)	137
				138
	WebDAV server	Protocol HTTP (TCP)	80	
Protocol HTTPS (TCP)			443	
Sending emails using the scan to email option on the scanner	SMTP server	SMTP (TCP)	25	
		SMTP SSL/TLS (TCP)	465	
		SMTP STARTTLS (TCP)	587	
POP before SMTP connection using the scan to email option on the scanner	POP server	POP3 (TCP)	110	
Scanning using Epson Connect	Epson Connect Server	HTTPS	443	
		XMPP	5222	
Collecting user information using the contacts on the scanner	LDAP server	LDAP (TCP)	389	
		LDAP SSL/TLS (TCP)	636	
		LDAP STARTTLS (TCP)	389	
User authentication when collecting user information using the contacts on the scanner User authentication when using the scan to network folder (SMB) option on the scanner	KDC server	Kerberos	88	
Controlling WSD	Client computer	WSD (TCP)	5357	



Purpose	Destination (Server)	Protocol	Port Number
Searching the computer when push scanning to an application	Client computer	Network Push Scan Discovery	2968

**When the Sender (Client) is the Client Computer**

Purpose	Destination (Server)	Protocol	Port Number
Discovering the scanner from an application such as EpsonNet Config or the scanner driver	Scanner	ENPC (UDP)	3289
Collecting and setting up the MIB information from an application such as EpsonNet Config or the scanner driver	Scanner	SNMP (UDP)	161
Searching WSD scanner	Scanner	WS-Discovery (UDP)	3702
Forwarding the scan data from an application	Scanner	Network Scan (TCP)	1865
Collecting the job information when push scanning from an application	Scanner	Network Push Scan	2968
Using Web Config	Scanner	HTTP (TCP)	80
		HTTPS (TCP)	443

Parent topic: [Technical Specifications](#)

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## Notices

Check these sections for important notices about your product.

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

[Important Safety Instructions](#)

[Wireless Connection Safety Instructions](#)

[Restrictions on Copying](#)

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

[Binding Arbitration and Class Waiver](#)

[Trademarks](#)

[Copyright Notice](#)

## Important Safety Instructions

Follow these safety instructions when setting up and using the product.

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

- After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- Never disassemble, modify, or attempt to repair the product or a product option by yourself except as specifically explained in this guide.

**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.

### **AC Adapter**

- Do not place or store the AC adapter outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- Place the product and the AC adapter near an electrical outlet where the adapter can be easily unplugged.
- The AC power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.
- Do not place objects on top of the AC power cord and do not allow the AC adapter or the power cord to be stepped on or run over. Be particularly careful to keep the AC power cord straight at the end and the point where it enters the AC adapter.
- Use only the AC adapter that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.
- Use only the power cord that comes with your product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- The AC adapter is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Never disassemble, modify, or attempt to repair the AC adapter, product, or product options by yourself except as specifically explained in the product's guides.

- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Unplug the product, options, and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the product, options, or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product or the AC adapter does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)
- Unplug the product and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners except as specifically explained in the product's guides.
- If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.

### **LCD Screen**

- The LCD screen may have uneven brightness or a few small bright or dark spots. This is normal and does not indicate damage.
- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
- If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- Do not press too hard on the LCD screen or subject it to heavy impacts.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.

**Parent topic:** [Notices](#)

## **Wireless Connection Safety Instructions**

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

If you dispose of this product or give it to someone else, make sure to erase all the personal information stored in the product's memory by selecting **Settings > System Administration > Restore Default Settings > All Settings** on the product control panel.

Parent topic: [Notices](#)

## Restrictions on Copying

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

Copying of the following items is prohibited by law:

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

Exercise caution when copying the following items:

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

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

### Restriction on disassembling and decompiling

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

Parent topic: [Notices](#)

## Default Delay Times for Power Management for Epson Products

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

Parent topic: [Notices](#)

## Binding Arbitration and Class Waiver

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

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

1.2 **Binding Arbitration.** You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED.** Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice.** Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days, you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at [EAILEgal@ea.epson.com](mailto: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](#)

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Parent topic: [Notices](#)

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