FF-680W User's Guide

Contents

FF-680W User's Guide

Welcome to the FF-680W *User's Guide*.

For a printable PDF copy of this guide, click here.

For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or click here to access the *Epson ScanSmart User's Guide*.

Scanner Basics

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

Scanner Parts Locations
Changing the Power Off and Sleep Timer Settings

Scanner Parts Locations

See these sections to identify the parts on your scanner.

Scanner Parts
Scanner Buttons and Lights
User Replaceable Epson Scanner Parts and Accessories

Parent topic: Scanner Basics

Scanner Parts
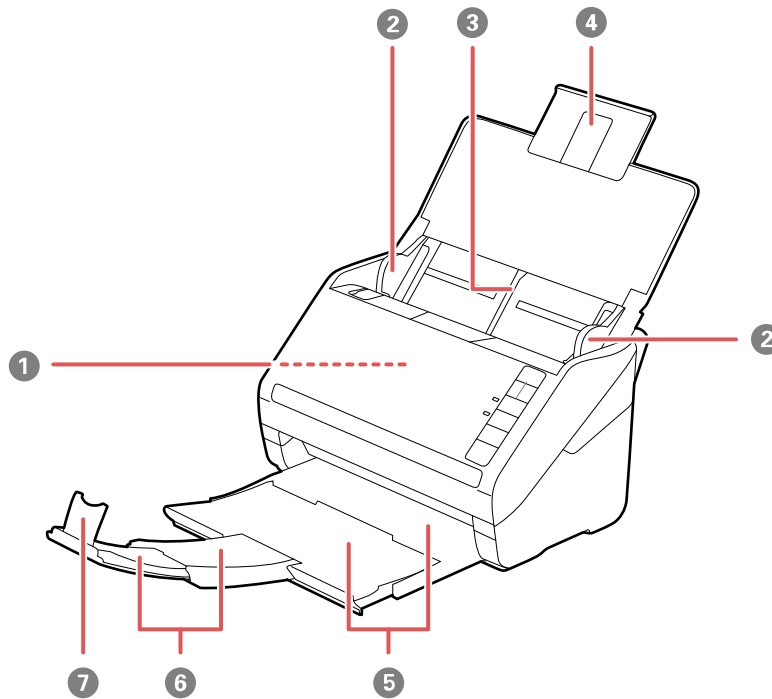
1　ADF (Automatic Document Feeder)

2　Edge guides

3　Input tray

4　Input tray extension

5　Output tray

6　Output tray extensions

7　Stopper
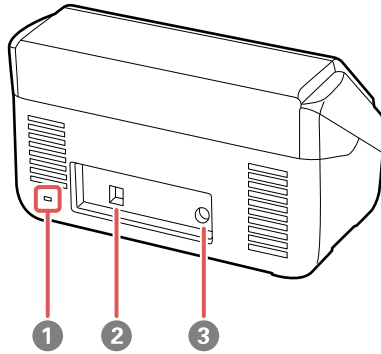
1　Kensington security slot

2　USB port

3   Power inlet
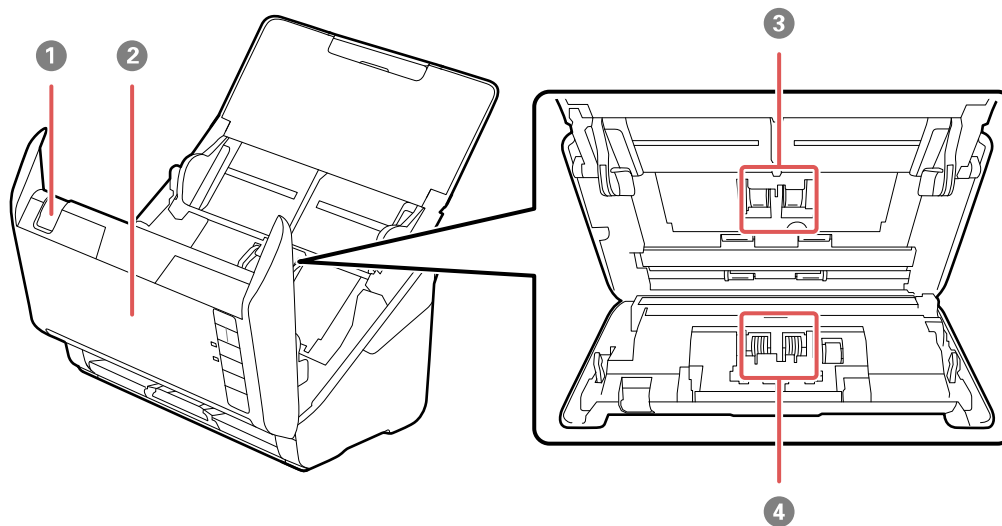
1   Cover open lever
2   Scanner cover
3   Pickup rollers
4   Separation rollers
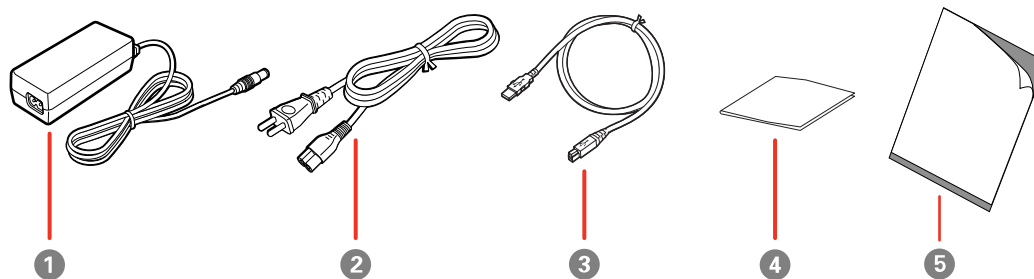
1   AC adapter

2	Power cord
3	USB cable
4	Microfiber cleaning cloth
5	Carrier sheet

Parent topic:

Scanner Buttons and Lights

Buttons
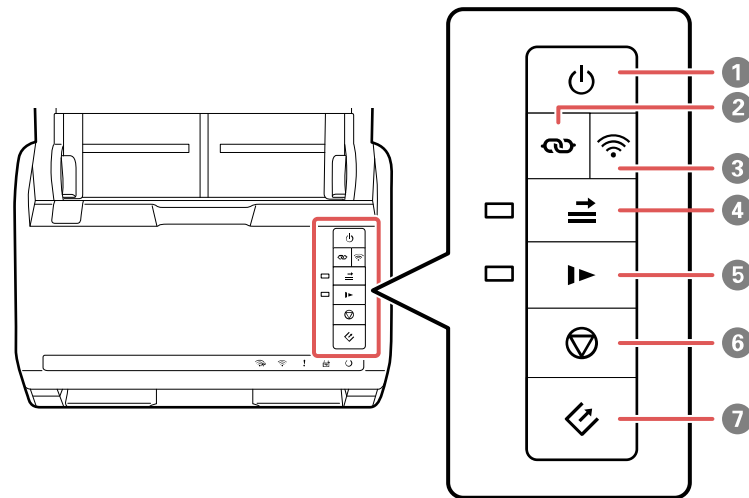
1	⏻ power button
2	👁 Wi-Fi connect button
3	📶 Wi-Fi button
4	⇄ double feed detection skip button
5	▐► slow mode button
6	⬇ stop button
7	✧ scan button

Lights
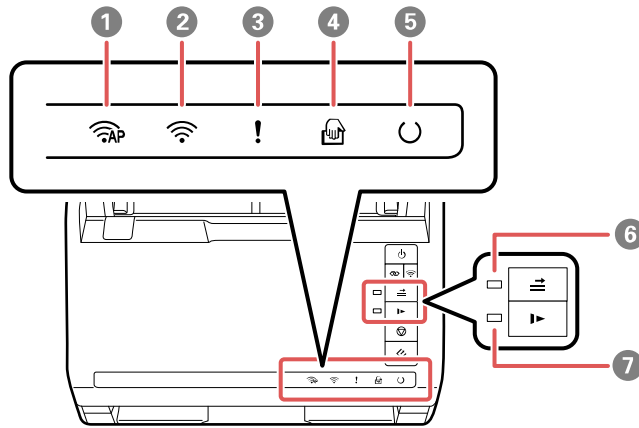
1. $\widehat{\text{AP}}$ AP mode light
2. $\widehat{}$ Wi-Fi light
3. ! error light
4. automatic feeding mode light
5. ○ ready light
6. double feed detection skip light
7. ▶ slow mode light

Parent topic: Scanner Parts Locations

User Replaceable Epson Scanner Parts and Accessories

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

Part	Part number
Carrier sheets (5)	B12B819051
Roller assembly kit	B12B819031

Part	Part number
Cleaning kit	B12B819291

Parent topic: Scanner Parts Locations

Changing the Power Off and Sleep Timer Settings

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

1. Do one of the following to access the Epson Scan 2 Utility:

   - **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 (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

   - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.

2. Click the **Power Save** tab.
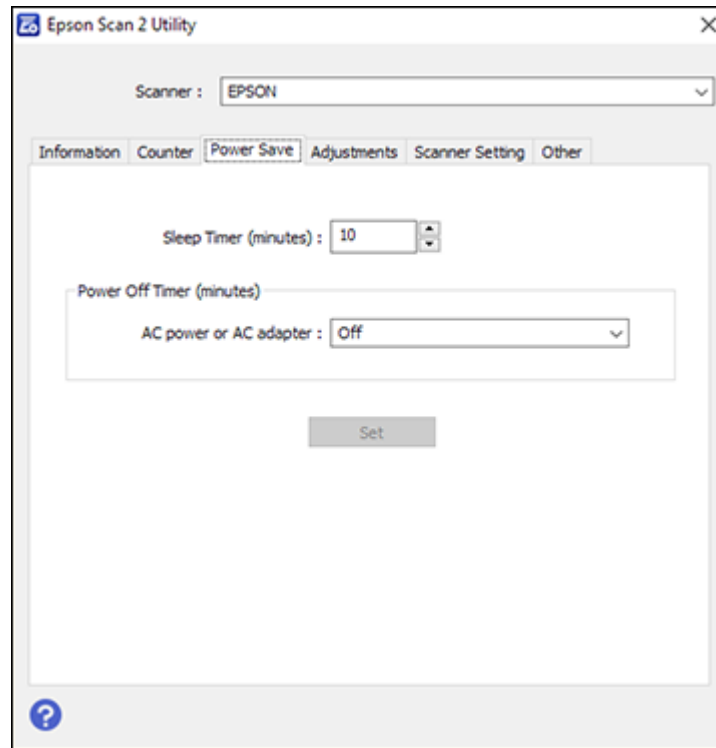
3. Select the length of time after which you want the scanner to go to sleep as the **Sleep Timer** setting.
4. Select the length of time after which you want the scanner to automatically turn off when not in use as the **AC power or AC adapter** setting. You can also turn off the timer.
5. Click **Set** to save the settings.
6. Close the Epson Scan 2 Utility.

Parent topic: Scanner Basics

Wi-Fi Networking

See these sections to use your scanner over a Wi-Fi network.

Network Security Recommendations
Connecting to an Existing Wi-Fi Network
Epson DocumentScan App for iOS/Android
Disabling Wi-Fi Features
Restoring Default Network Settings

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 Networking

Connecting to an Existing Wi-Fi Network

You can set up your scanner to communicate with your computer using a wireless router. The wireless router can be connected to your computer over a wireless or wired network.
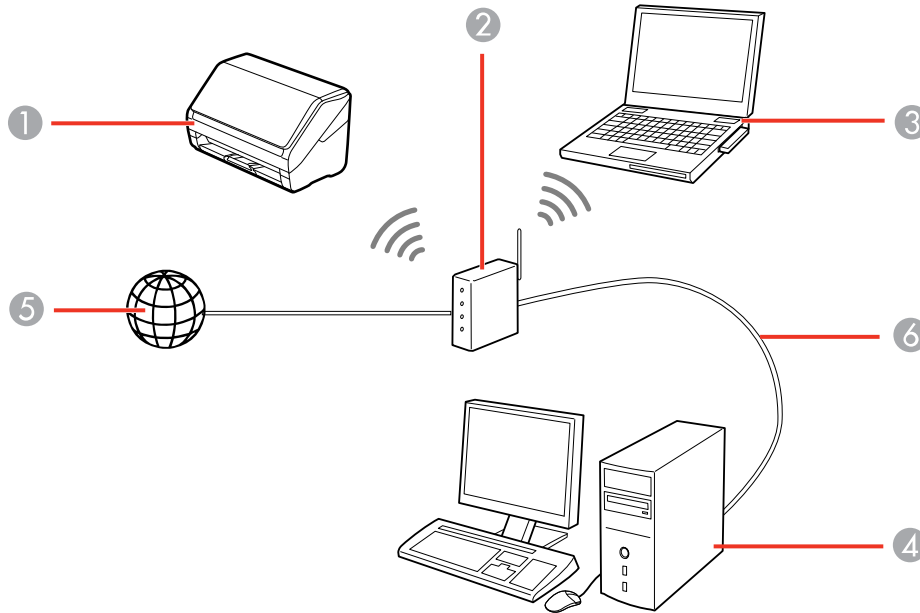
1	Epson scanner
2	Wireless router
3	Computer with a wireless interface
4	Computer
5	Internet
6	Ethernet cable (used only for wired connection to the wireless router)

Wi-Fi Protected Setup (WPS)
Setting Up Network Scanning

Parent topic: Wi-Fi Networking

Wi-Fi Protected Setup (WPS)

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

Note: To check if your router 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: Connecting to an Existing Wi-Fi Network

Using WPS to Connect to a Network

If you have a WPS-enabled wireless router, you can use Wi-Fi Protected Setup (WPS) to connect your scanner to the network. Make sure you have installed your scanner software as described on your scanner *Start Here* sheet.

Note: For best results, re-install your scanner software and follow the on-screen instructions to connect to a network.

1. Open the scanner's input tray.

2. Enable WPS on your router by pressing and holding the **WPS** button on your wireless router until the security light flashes or by enabling the WPS setting in your router firmware.

    The router enters WPS discovery mode for 2 minutes.

    Note: If you cannot locate the WPS button, or there are no buttons on the router or access point, see the documentation provided with your router for details.

3. Press and hold the ⬥ Wi-Fi connect button on the scanner for at least 3 seconds, then release it when the 📶 Wi-Fi light flashes blue.

    Note: If you do not complete this step within 2 minutes, repeat steps 1 through 3.

    The 📶 Wi-Fi and 📶AP AP mode lights flash alternately while establishing the connection. When the 📶 Wi-Fi light on the scanner stays on, the scanner is connected to the network.

Note: If the **!** error light turns on, the connection failed. Press the ⊘ stop button to clear the error, restart the scanner and router, and repeat these steps.

4. Select the link below to set up network scanner. You must set up network scanning to connect your computer and wireless scanner.

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 scanner to the network.

1. Open the scanner's input tray.

2. Press and hold the 📶 Wi-Fi button and the ∞ Wi-Fi connect button on the scanner simultaneously for at least three seconds, then release them when the 📶 Wi-Fi light flashes blue.

    Note: The scanner enters discovery mode for 2 minutes.

3. Use your computer to enter the PIN code **01234565** into the WPS PIN number setting in the wireless router within 2 minutes.

    Note: If you do not enter the code within 2 minutes, repeat steps 1 through 3.

    The 📶 Wi-Fi and 📶ᴀᴘ AP mode lights flash alternately while establishing the connection. When the 📶 Wi-Fi light on the scanner stays on, the scanner is connected to the network.

    Note: If the **!** error light turns on, the connection failed. Press the ⊘ stop button to clear the error, restart the router, and repeat these steps.

4. Select the link below to set up network scanning. You must set up network scanning to connect your computer and wireless scanner.

Parent topic: Wi-Fi Protected Setup (WPS)

Related tasks

Setting Up Network Scanning

Setting Up Network Scanning

You can set up network scanning to your scanner using the Epson Scan 2 Utility.

First manually configure your scanner 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 scanner must be turned on and connected to the network.

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

1. Do one of the following to start the Epson Scan 2 Utility:

   • **Windows 10**: Click ⊞ > **EPSON** > **Epson Scan 2 Utility**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.

   • **Windows (other versions)**: Click 🏁 or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

   • **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

2. Select **Settings** from the Scanner drop-down list.
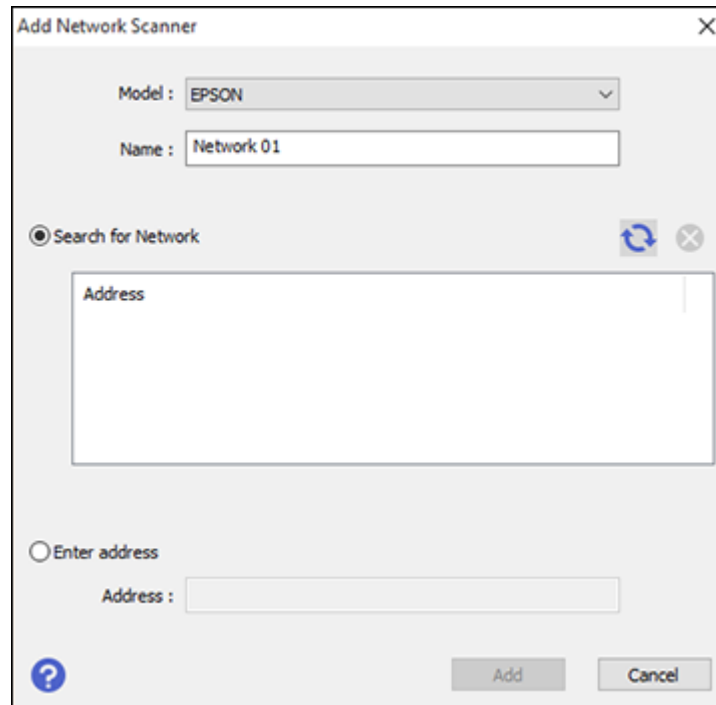
   You see a screen like this:
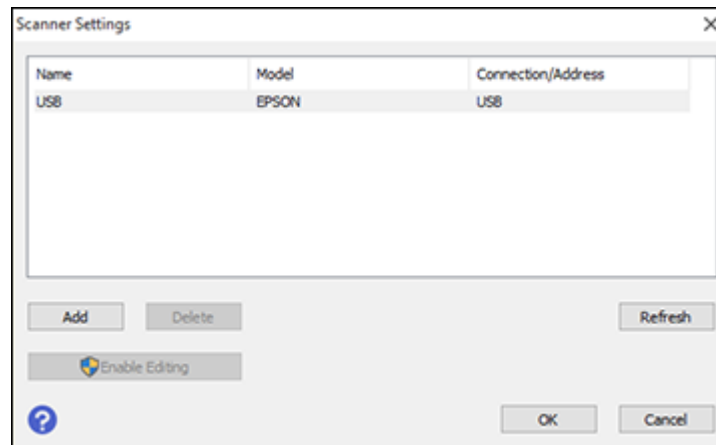
Note: If you see an **Enable Editing** button (Windows) or a lock icon (Mac), click it so that you can modify the scanner settings.

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

   You see a screen like this:

Add Network Scanner	×
Model : EPSON ▼	
Name : Network 01	
⦿ Search for Network 🔄 ⊗	
Address	
○ Enter address	
Address :	
❓ Add Cancel	

4. Do one of the following:

   • Under **Search for Network**, select the IP address of your scanner and click **Add**.

   • Select the **Enter address** setting, type in the IP address or host name of your scanner, 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 Scanner's IP Address

Parent topic: Connecting to an Existing Wi-Fi Network

Determining the Scanner's IP Address

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

1. Do one of the following to start EpsonNet Config:

   - **Windows 10**: Click ▤ > **EpsonNet** > **EpsonNet Config**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **EpsonNet Config**.

   - **Windows (other versions)**: Click ⊞ or **Start**, and select **All Programs** or **Programs**. Select **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.

   - **Mac**: Open the **Applications** folder and select **Epson Software** > **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.

2. Locate your scanner in the list and write down the IP address.

Parent topic: Setting Up Network Scanning

Epson DocumentScan App for iOS/Android

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

For more information about Epson DocumentScan, search for the app on the App Store (iOS) or Google Play (Android).

Note: Epson DocumentScan only supports document scanning, not photo scanning.

Parent topic: Wi-Fi Networking

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.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for Epson DocumentScan.

Press and hold the 🛜 Wi-Fi button on the scanner for at least three seconds to disable the Wi-Fi features. When the 🛜 Wi-Fi light and the 🛜AP AP mode light turn off, Wi-Fi is disabled.

Parent topic: Wi-Fi Networking

Restoring Default Network Settings

If you need to solve a problem with your network connection, you can restore all network settings to their defaults.

1. Turn off your scanner.

2. Press and hold the 🛜 Wi-Fi button and the ⏻ power button until the 🛜 Wi-Fi and 🛜 AP mode lights turn on. Then release the buttons.

3. Wait until the 🛜 Wi-Fi and 🛜 AP mode lights flash alternately and then turn off.

   The default network settings are restored.

Parent topic: Wi-Fi Networking

Loading Originals

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

Preparing Photos for Scanning
Loading Photos in the Input Tray
Loading Documents in the Input Tray
Loading Plastic Cards in the Input Tray
Loading Special Documents

Preparing Photos for Scanning

Epson FastFoto can best scan batches of photos if they are all the same size. However, Epson FastFoto can scan photos in these different sizes in a single batch: 4 × 6 inches (102 × 152 mm) and 5 × 7 inches (127 × 178 mm). To do this, you must group photos of the same size next to each other with the largest at the back.

Epson FastFoto also allows you to add file names to photos as you scan them. Enter a subject or date when you scan a batch of photos and Epson FastFoto will add the subject or date to the file name of each image. Organizing your photos by subject, date, or location before scanning lets Epson FastFoto add a descriptive file name to every photo in a batch, if desired.

Note: If you are loading a Polaroid or other instant photo, a photo that is longer than 12.1 inches (307.3 mm), or a photo inside the carrier sheet, load only one photo at a time.

Before scanning multiple photos, organize and clean your photos as described here.

1. Organize your photos by subject, date, or location.

2. Group your photos by size in landscape orientation and top edge first.

   Note: If you have both portrait- and landscape-oriented photos in the same stack, you can rotate the portrait images after scanning.

3. Fan your stack of photos to make sure they are not stuck together. If photos are stuck together, scan them one at a time. (Photos may stick together if you scan the same batch of photos several times.)

   Caution: Stuck photos can feed through the scanner at the same time or jam in the scanner, potentially damaging your photos or the scanner.

4. Use a soft, dry cloth to wipe the front and back of your photos to remove dust, dirt, or other particles that could potentially scratch your photos.

   Caution: Because of the speed at which photos are scanned, dust particles on your photos can cause white lines to appear in scanned images, and in extreme cases can lightly scratch the protective finish on your photos. For best results, wipe off the front and back of your photos before scanning and use the included microfiber cloth to clean the scanner rollers after every 300 scans, or even before each scanning session. See the link below for instructions on cleaning the rollers.

5. Flatten any curled photos to a thickness of less than 0.07 inch (2 mm). It is best to scan curled photos in an environment between 59 to 77°F (15 to 25°C) with 40 to 60% humidity. Scanning photos at lower temperatures may cause photos to curl.

Parent topic: Loading Originals

Related tasks

Cleaning Inside Your Scanner
Loading Photos in the Input Tray

Loading Photos in the Input Tray

You can load up to 36 photos (depending on the size) that meet the scanner's photo specifications in the input tray.

Note: Loading thick photos reduces the maximum number of photos that you can load in a single batch.

Before loading multiple photos, prepare the photos as described in the link below.

Caution: Do not load fragile or irreplaceable photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals one at a time using a carrier sheet.

Follow these guidelines when loading photos:

• Do not mix photos and documents. Scan documents separately.

• Scan photos of the same size in a batch.

• Do not add more photos during scanning.

• The total thickness of the photo stack must be less than 0.3 inch (8 mm) including any curve in the photos.

- Photos may stick together depending on their paper types and thickness. It is best to scan photos in an environment between 59 to 77°F (15 to 25°C) with 40 to 60% humidity to prevent photos from sticking together.

1. Open the scanner cover, pull up the input tray extension, extend the output tray, and open the stopper.
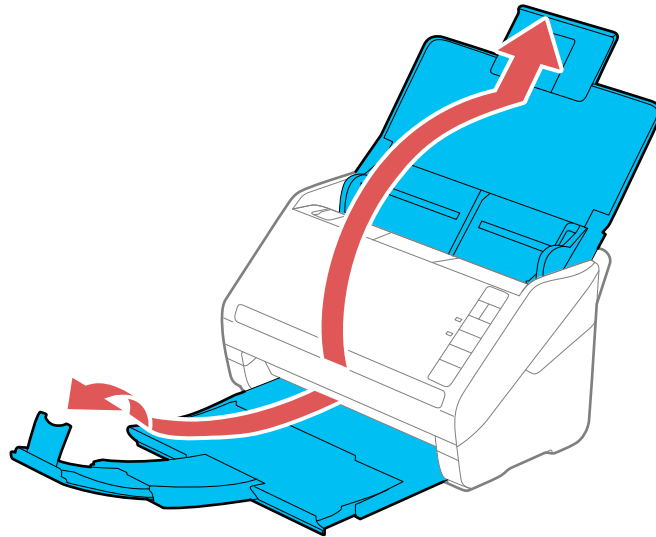
Note: Make sure you adjust the position of the stopper to correctly fit the size of the ejected photos.

Note: If you are loading a photo that is longer than 12.1 inches (307.3 mm), do not extend the input or output tray extensions and do not open the stopper.

2. Slide the input tray edge guides all the way out.
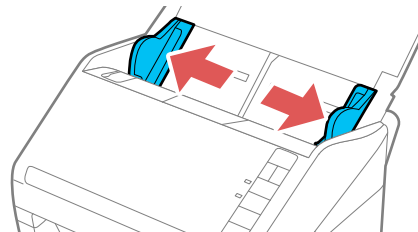
3. Fan your stack of photos and tap them gently on a flat surface to even the edges.
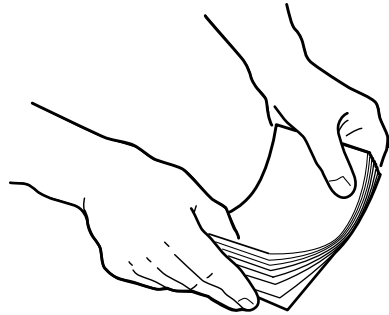
Note: If you are loading a Polaroid or other instant photo, a photo that is longer than 12.1 inches (307.3 mm), or a photo inside the carrier sheet, load only one photo at a time.

Note: If you are scanning a Polaroid or other instant photo, or a panoramic photo longer than 15.5 inches (393.8 mm), make sure you select the correct photo type under **Scan Settings** in the **Settings** menu.

4. Load your photos in the center of the input tray faceup, in landscape orientation and top edge first, then slide them in until they meet resistance.

   Note: If you have both portrait- and landscape-oriented photos in the same stack, you can rotate the portrait images after scanning.
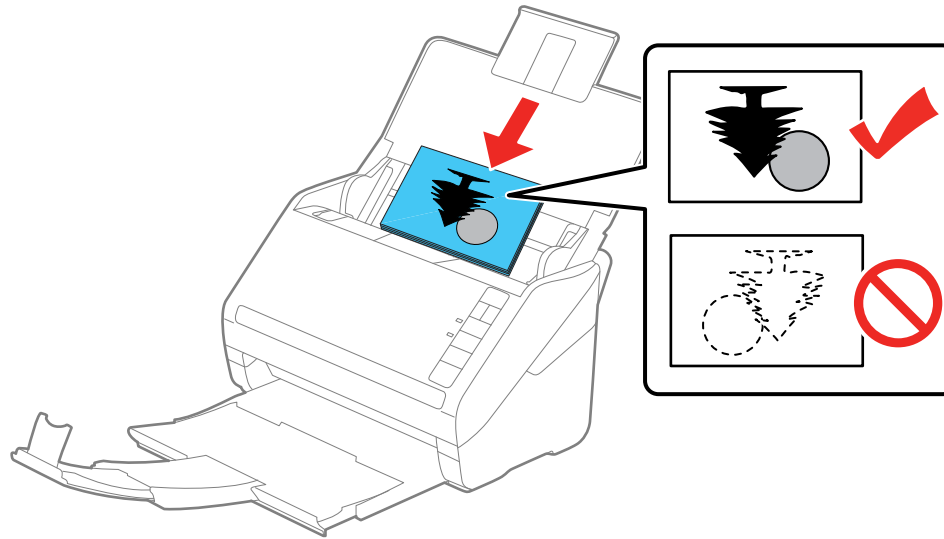
5. Slide the edge guides against the edges of the photos.
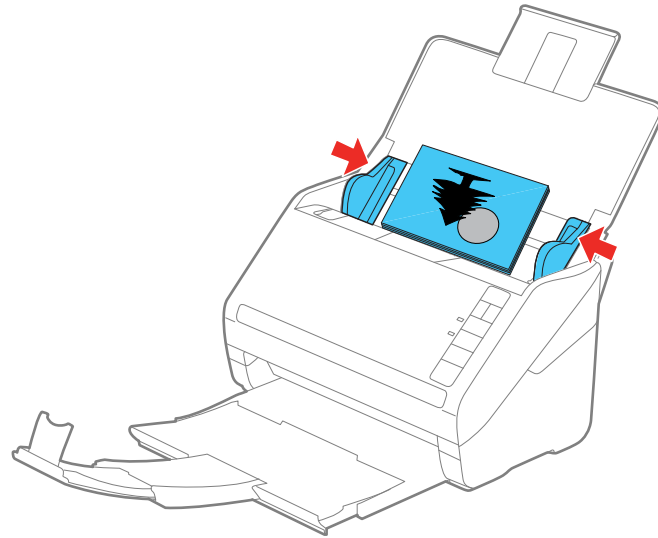
Note: If you are scanning a photo that is longer than 12.1 inches (307.3 mm), support the photo as it enters into and ejects from the scanner as shown.
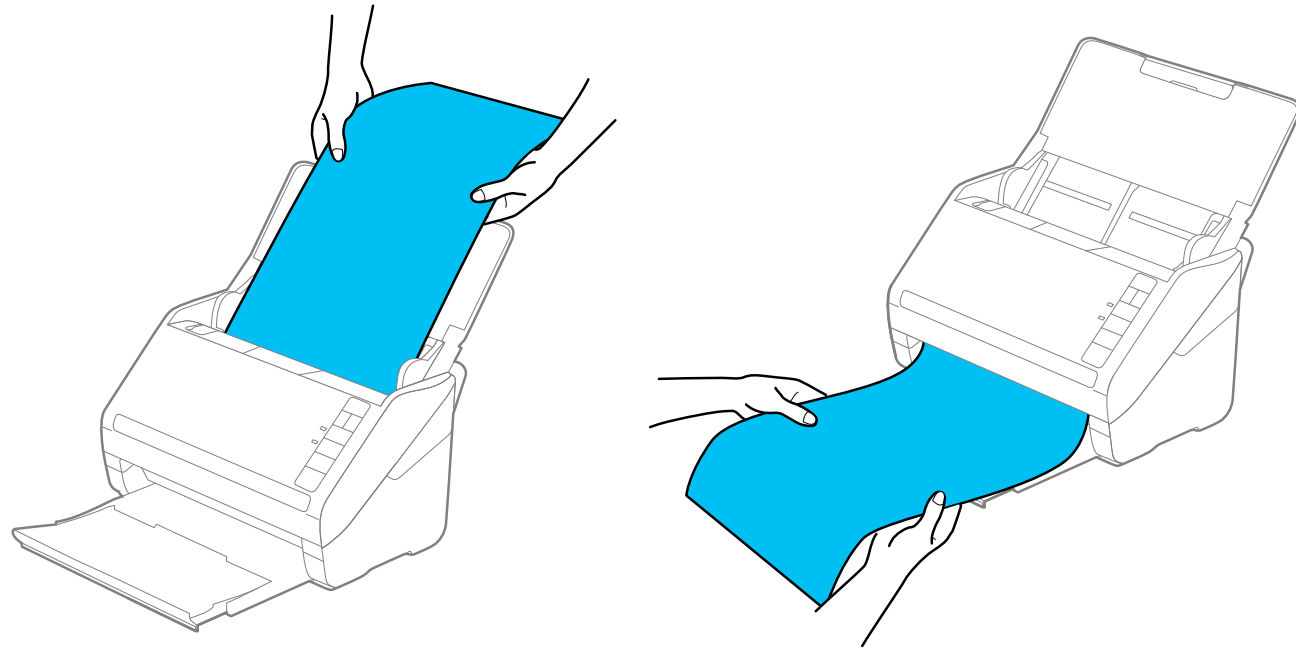
6. If necessary during scanning, adjust the position of the stopper and the output tray extension to fit the ejected photos.

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

If you encounter a paper jam, press the ▮► slow mode button once before scanning to slow down the feeding speed. Press it again when you finish to return to normal speed.
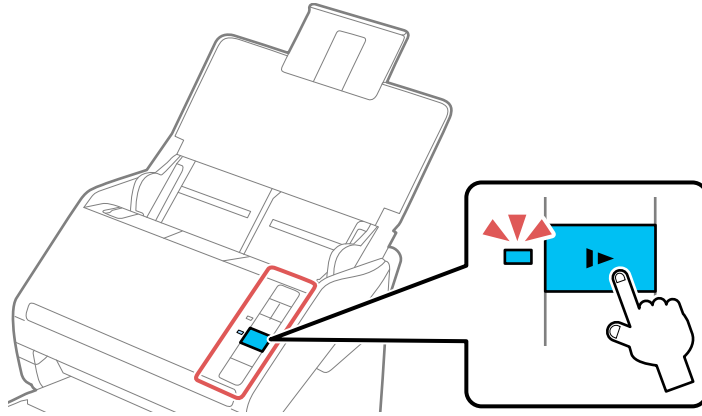
Loading Multiple Sizes of Photos in the Input Tray
Loading a Photo with a Carrier Sheet
Photo Loading Capacity

Parent topic: Loading Originals

Related references
Available Epson FastFoto Preferences and Features

Related tasks
Preparing Photos for Scanning
Scanning Photos with Epson FastFoto

Loading Multiple Sizes of Photos in the Input Tray

You can load different sizes of photos in the input tray in a single batch in these sizes: 4 × 6 inches (102 × 152 mm) and 5 × 7 inches (127 × 178 mm). Group photos of the same size next to each other with the largest at the back.

Caution: Do not load fragile or irreplaceable photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using the included carrier sheet.

Follow these guidelines when loading photos:

- Do not mix photos and documents.
- Scan photos of the same size in a batch.
- Do not add more photos during scanning.
- The total thickness of the photo stack must be less than 0.3 inch (8 mm) including any curve in the photos.

1. Open the scanner cover, pull up the input tray extension, extend the output tray, and open the stopper.
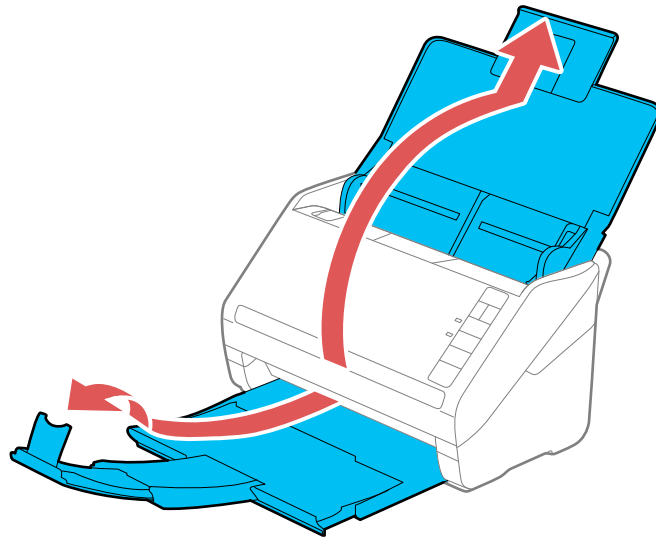
2. Slide the input tray edge guides all the way out.
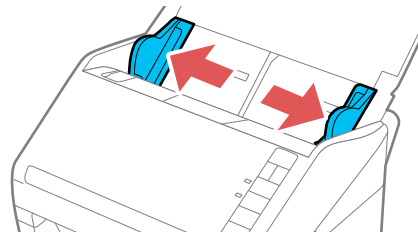
3. Load your photos in the center of the input tray in descending order of size with the largest at the back and the smallest at the front. The photos should be faceup, in landscape orientation and top edge first. Center the photos in relation to each other.
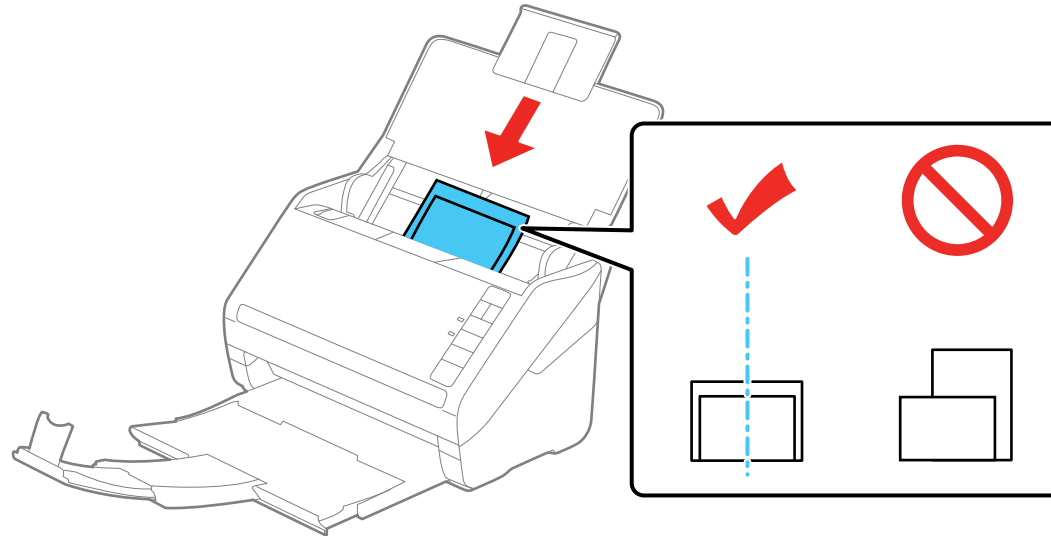
Note: If you have both portrait- and landscape-oriented photos in the same stack, you can rotate the portrait images after scanning.

4. Slide the edge guides against the edges of the widest photo.

5. If necessary during scanning, adjust the position of the stopper and the output tray extension to fit the ejected photos.

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

If you encounter a paper jam, press the ▶ slow mode button once before scanning to slow down the feeding speed. Press it again when you finish to return to normal speed.

Parent topic: Loading Photos in the Input Tray

Related references

Photo Loading Capacity

Related tasks

Preparing Photos for Scanning

Scanning Photos with Epson FastFoto
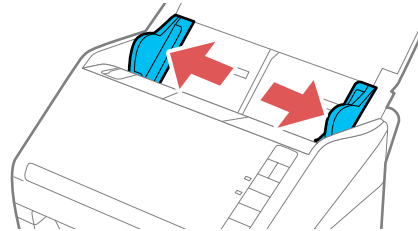
Loading a Photo with a Carrier Sheet

You can load a large, folded, fragile, or irregularly shaped photo in the input tray using the carrier sheet included with your scanner. Make sure the photo meets the photo loading specifications before loading it.

1. Open the scanner cover, pull up the input tray extension, extend the output tray, and open the stopper.

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

3. Insert your photo in the center of the carrier sheet with the printed side faceup and the top edge facing the arrow on the sheet.
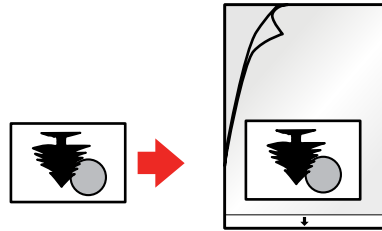
Note: If you have a portrait-oriented photo, you can rotate the image after scanning.

4. Load the carrier sheet in the input tray faceup with the arrow leading into the scanner.
5. Slide the carrier sheet into the scanner until it meets resistance.
6. Slide the edge guides against the edges of the carrier sheet.
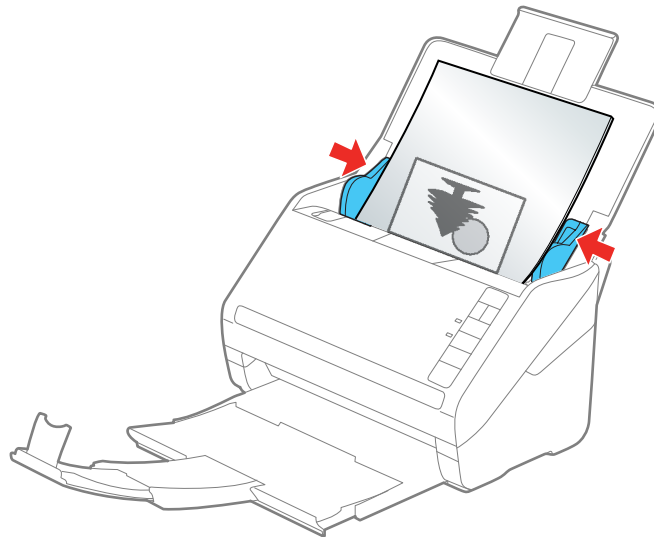
7. If necessary during scanning, adjust the position of the stopper and the output tray extension to fit the ejected photos.

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

Parent topic: Loading Photos in the Input Tray

Related references
Photo Loading Capacity

Related tasks
Scanning Photos with Epson FastFoto

Photo Loading Capacity

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

Note: Use the carrier sheet included with your scanner to load large photos, fragile or irreplaceable photos, valuable original documents, or artwork.

Photo size	Loading capacity
3.5 × 5 inches (89 × 127 mm)	36 photos (thickness less than 0.009 inch [0.23 mm] without photo curling)
4 × 6 inches (102 × 152 mm)	
5 × 7 inches (127 × 178 mm)	30 photos (thickness more than 0.009 to 0.01 inch [0.24 to 0.30 mm] without photo curling)
8 × 10 inches (203 × 254 mm)	10 photos
Polaroid photos	1 photo
Photos in the carrier sheet	1 photo
Panoramic photos under 12 inches (304.8 mm)	10 photos
Panoramic photos between 12.1 and 36 inches (307.3 and 914.4 mm)	1 photo

Note: You can load up to 36 photos (combined) of the following sizes at the same time: 4 × 6 inches (102 × 152 mm) or 5 × 7 inches (127 × 178 mm).

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

• Photos with oil, correction fluid or tape, or other liquid or residue

• Photos with materials stuck on the back sides

• Photos with tape or stickers attached

• Sticky photos

• Photos that have been freshly printed or processed

• Photos with staples or clips

• Photos with curled corners

• Photos in shapes other than squares or rectangles (unless loaded in carrier sheet)

• Photos in large, uneven shapes (unless loaded in carrier sheet)

• Photos that are peeling

• Instant camera photo paper, including peel-apart or thermal-transfer types (other than sheet film types 3.5 to 4 inches [89 to 102 mm])

• Photos thicker than .011 inch (.3 mm)

• Photos longer than 36 inches (914.4 mm)

• Photos smaller than 2 × 2 inches (50.8 × 50.8 mm) (unless loaded in carrier sheet)

• Perforated photos (unless loaded in carrier sheet)

• Torn photos (unless loaded in carrier sheet)

• Fragile or aging photos (unless loaded in carrier sheet)

• Curved or wrinkled photos where the thickness of the stack is greater than .07 inch (2 mm) (unless loaded in carrier sheet)

Parent topic: Loading Photos in the Input Tray

Related tasks
Loading Multiple Sizes of Photos in the Input Tray
Loading a Photo with a Carrier Sheet
Loading Photos in the Input Tray

Loading Documents in the Input Tray

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

Caution: Do not load fragile or irreplaceable photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals one at a time using a carrier sheet.

1. Open the scanner cover, pull up the input tray extension, extend the output tray, and open the stopper.
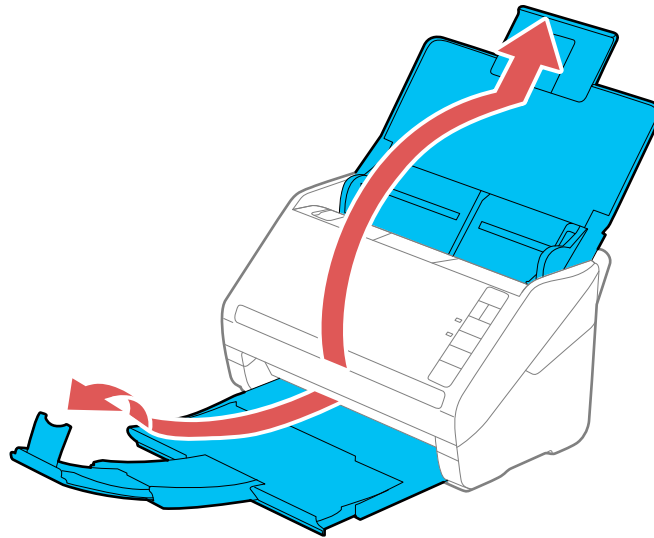
Note: If you are loading documents that are 15.5 inches (393.8 mm) or longer, do not extend the input or output tray extensions and do not open the stopper.

2. Slide the input tray edge guides all the way out.
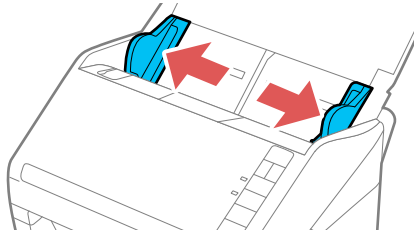
3. If you are loading a multi-page document, fan the stack and tap them gently on a flat surface to even the edges.
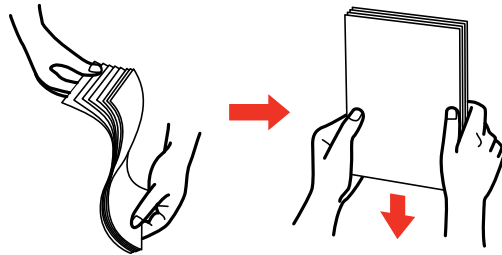
4. Slide your documents into the input tray as shown until they meet resistance. Make sure the printed side is facedown, in portrait orientation, and top edge first.
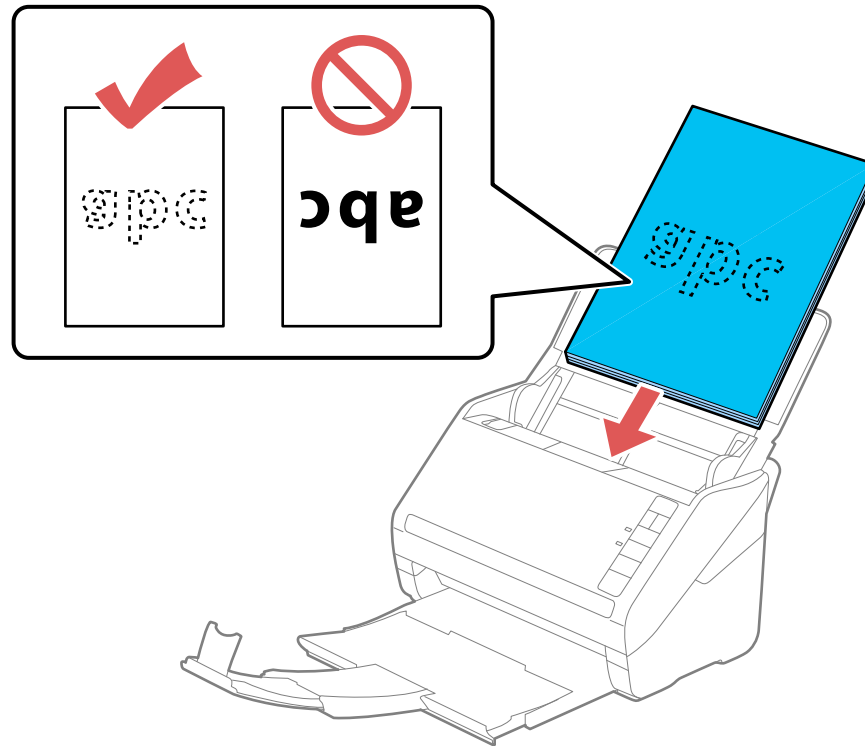
- If you are loading paper business cards, load up to 30 cards facedown and top edge first into the center of the input tray, and slide them in until they meet resistance.
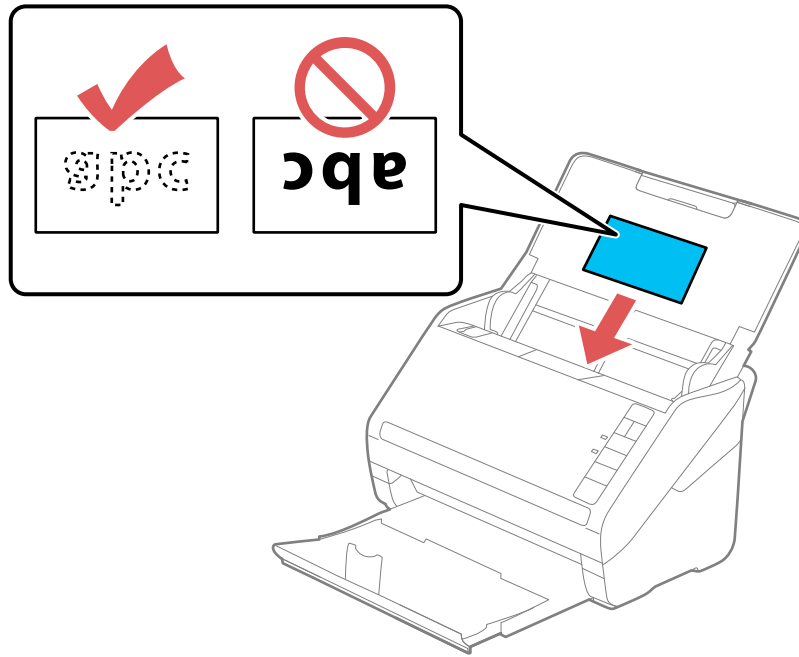
- If you are loading hole-punched originals, load them with the holes facing down or to the side as shown. The holes must be within 1.2 inches (30 mm) of the edges of the originals.
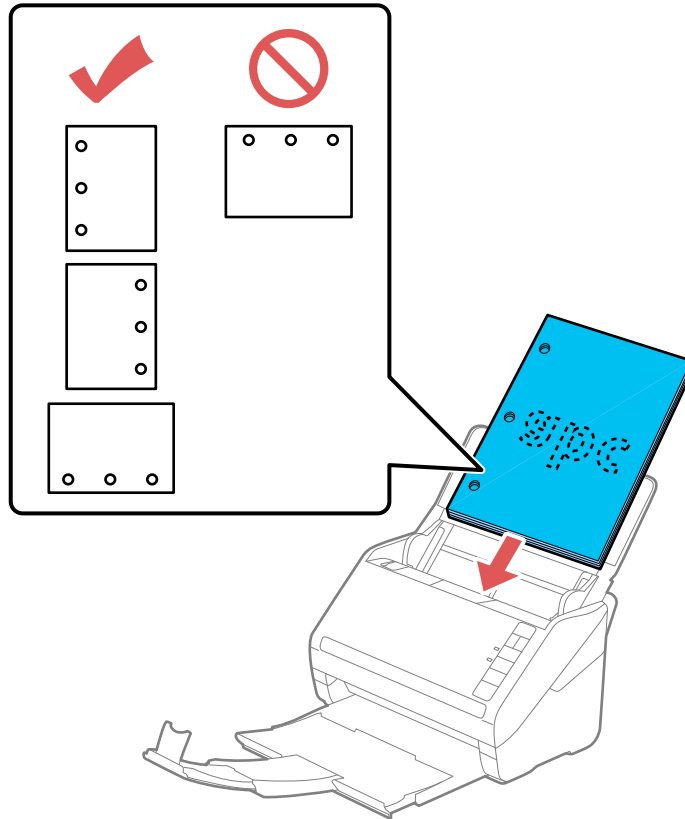
5. Slide the edge guides against the edges of the document.
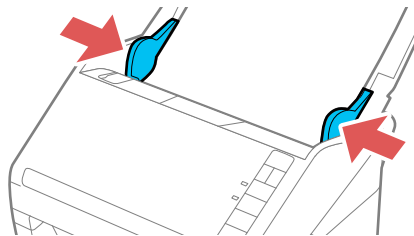
6. If necessary during scanning, adjust the position of the stopper and the output tray extension to fit the ejected originals.

   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 scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

If you encounter a paper jam, press the ▶ slow mode button once before scanning to slow down the feeding speed. Press it again when you finish to return to normal speed.
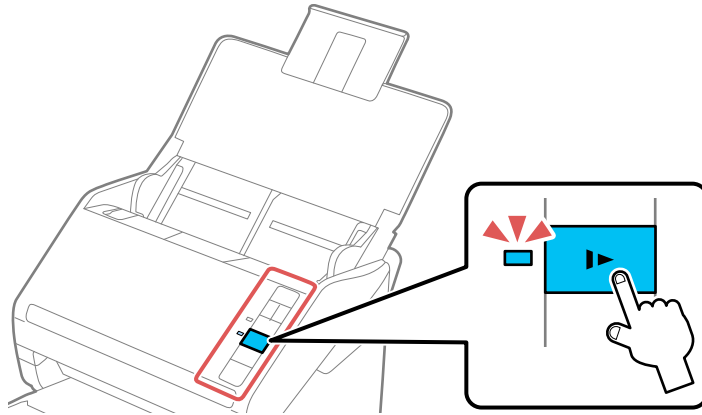
If scanning stops because a double feed was detected, press the ⇌ double feed detection skip button to resume scanning.
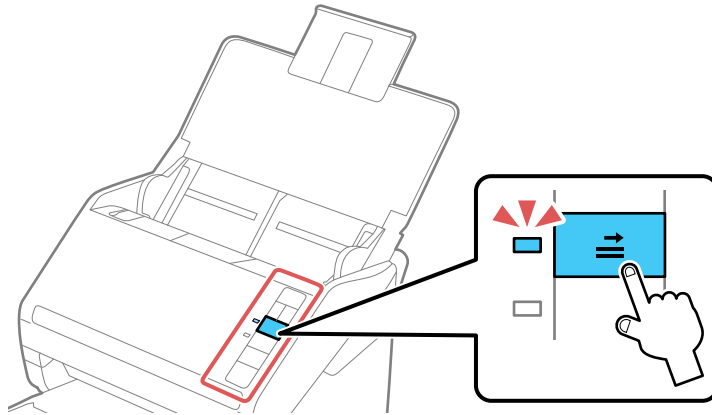
Loading Multiple Sizes of Documents in the Input Tray
Document Loading Capacity

Parent topic: Loading Originals

Related references
Document Loading Capacity

Loading Multiple Sizes of Documents in the Input Tray

You can load originals of different sizes, paper types, and thickness in the input tray at the same time. Make sure the documents meet the document specifications of the scanner. Do not mix photos and documents in the input tray.

Caution: Do not load fragile or irreplaceable photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals one at a time using a carrier sheet.

1. Open the scanner cover, pull up the input tray extension, extend the output tray, and open the stopper.
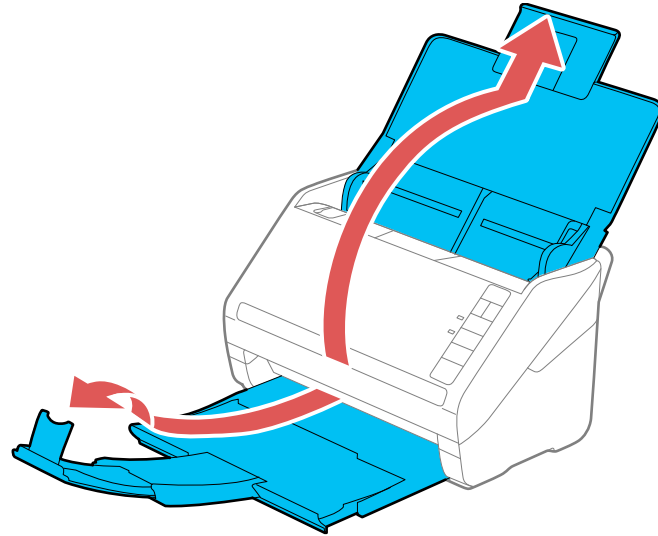
Note: If you are loading documents that are 15.5 inches (393.8 mm) or longer, do not extend the input or output tray extensions and do not open the stopper.

2. Slide the input tray edge guides all the way out.
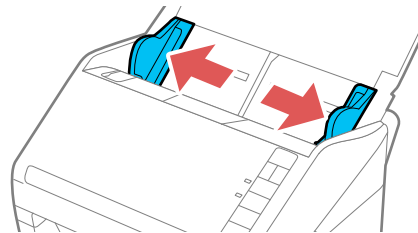
3. Load the documents in the input tray in descending order of paper size with the largest at the back and the smallest at the front. The documents should be facedown, in portrait orientation, and top edge first. Center the documents in relation to one another.

   Note: If you have both portrait- and landscape-oriented documents in the same stack, you can rotate the images after scanning.

   Note: If you are loading paper business cards, load them facedown and in landscape orientation.

4. Slide the edge guides against the edges of the widest document.

5. If necessary during scanning, adjust the position of the stopper and 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 scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

If you encounter a paper jam, press the ▌► slow mode button once before scanning to slow down the feeding speed. Press it again when you finish to return to normal speed.

Parent topic:

Related references

Document Loading Capacity

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

Paper size	Paper weight	Paper type	Loading capacity
Letter (8.5 × 11 inches [216 × 279 mm])	10 to 110 lb (37 to 413 g/m²)	Plain paper Fine paper Recycled paper	10 lb (37 g/m²): 100 sheets 21 lb (80 g/m²): 80 sheets 110 lb (413 g/m²): 18 sheets Loading capacity may vary depending on the paper type.
A4 (8.3 × 11.7 inches [210 × 297 mm])			
Legal (8.5 × 14 inches [216 × 356 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])			
A3 (11.7 × 16.5 inches [297 × 420 mm]) (must use carrier sheet)			
B4 (13.9 × 9.84 inches [353 × 250 mm]) (must use carrier sheet)			
Long paper up to 240 inches (6096 mm)			
Business cards	Up to 56 lb (210 g/m²)	Paper business cards	30 cards loaded horizontally
Receipts	• Receipts scanned at 300 dpi or less: up to 3.14 × 26 inches (79 × 660 mm) at a width of 3.14 inches (79 mm) or less • Receipts scanned at 300 dpi or less: up to 8.5 × 36 inches (215.9 × 914.4 mm) at a width of 3.15 inches (80 mm) or more		

Note: You can load documents of different sizes, up to this size: Letter (8.5 × 11 inches [216 × 279 mm]). However, do not load different-sized large or thick documents, or valuable original documents or artwork.

Caution: Do not load the following types of documents in the scanner, or they may be damaged or may damage the scanner:
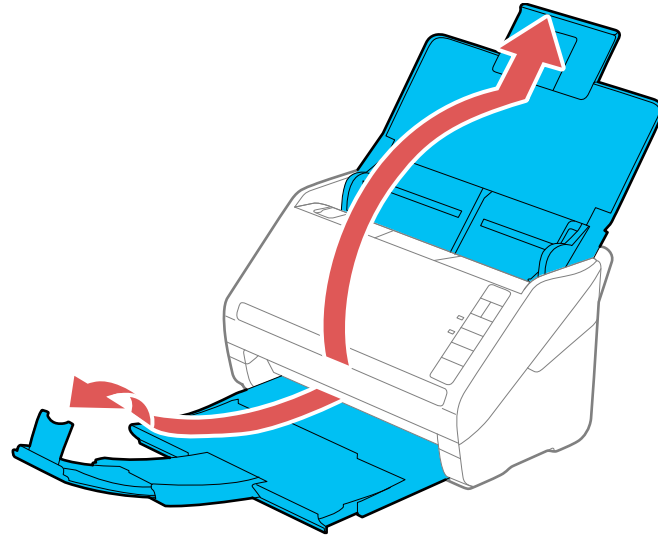
• Thermal paper

• Coated paper

• Documents with uneven surfaces, such as embossed documents

• Documents with wet ink

• Ripped, curled, or wrinkled documents

• Documents containing staples or paper clips

• Documents with holes, other than standard hole-punched documents

• Documents that are bound

• Documents with carbon paper backing

• Transparencies

• Glossy documents

• Carbon paper

• Non-carbon copy paper

• Perforated documents

• Documents with labels or stickers

Parent topic: Loading Documents in the Input Tray

Loading Plastic Cards in the Input Tray

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

1. Open the scanner cover, pull up the input tray extension, extend the output tray, and open the stopper.

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

3. Load up to 5 non-embossed plastic cards facedown in landscape orientation and top edge first in the center of the input tray as shown. Slide them in until they meet resistance
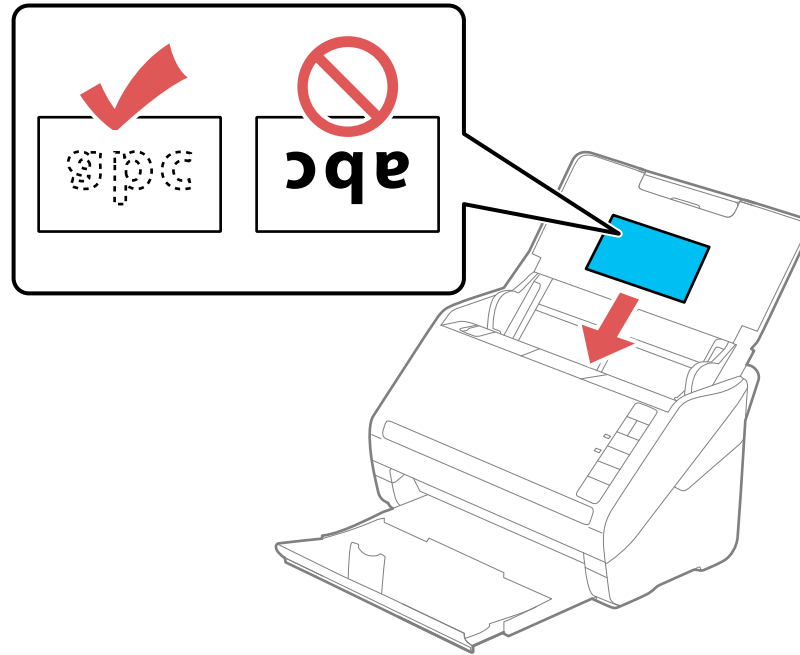
Note: You can load only one embossed plastic card at a time. Do not load plastic cards vertically.
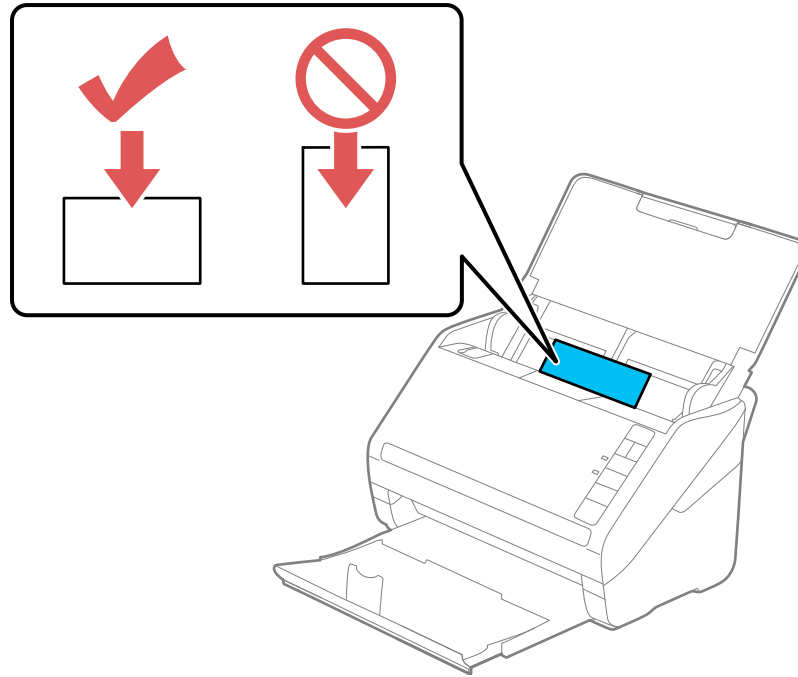
4. Slide the edge guides against the edges of the plastic card.
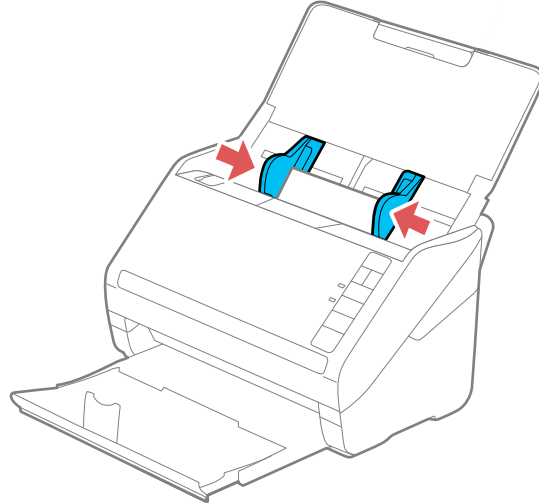
Plastic Card Loading Capacity

Parent topic: Loading Originals

Plastic Card Loading Capacity

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

Type	Plastic cards, including embossed cards (ISO7810 compliant)
Size	2.1 × 3.3 inches (56 × 85.6 mm)
Thickness	Up to 0.05 inch (1.24 mm) thick, including any embossing
Loading capacity	Non-embossed plastic cards: 5
	Embossed plastic cards: 1
Loading direction	Horizontal (long edge first)

Note: Plastic cards with glossy surfaces may not scan properly.

Parent topic: Loading Plastic Cards in the Input Tray

Loading Special Documents

You can load one envelope or large, thick, or folded document in the input tray. Make sure the document meets the specifications for special documents before loading it.

1. Open the scanner cover, pull up the input tray extension, extend the output tray, and open the stopper.
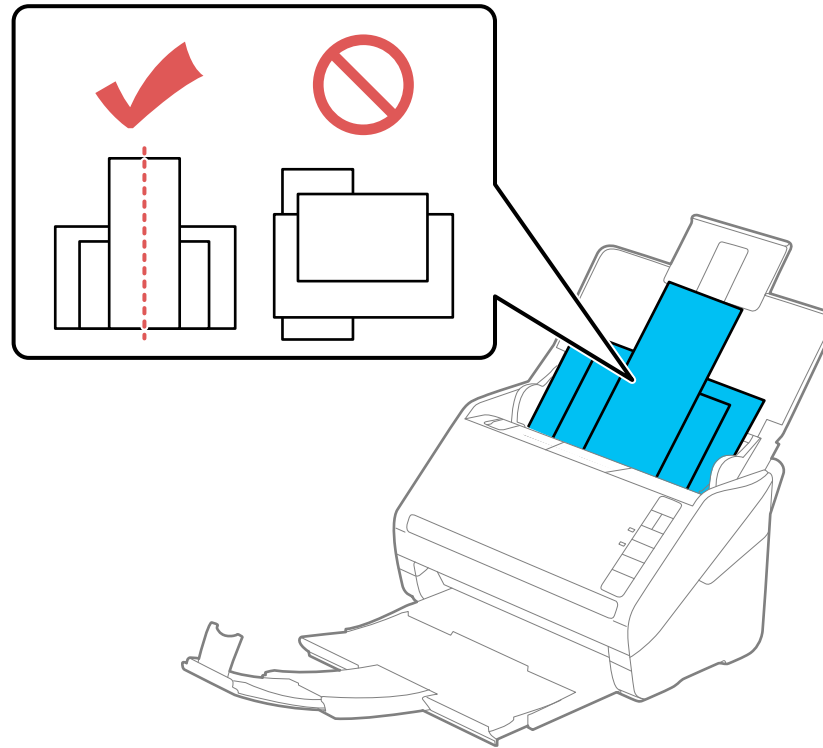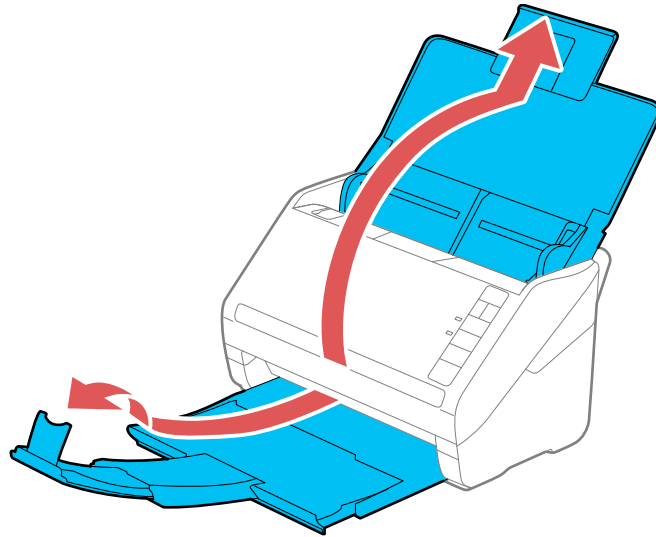

Note: If you are loading a document that is 15.5 inches (393.8 mm) or longer, do not extend the input or output tray extensions and do not open the stopper.

2. Slide the input tray edge guides all the way out.
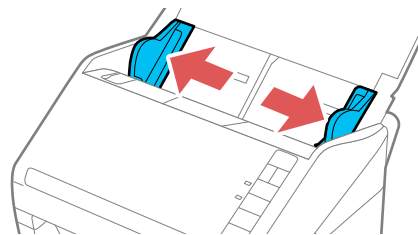
3. Do one of the following to load your original:

- Load the envelope vertically in the input tray with the printed side facedown and the flap facing as shown. Slide in the envelope until it meets resistance.
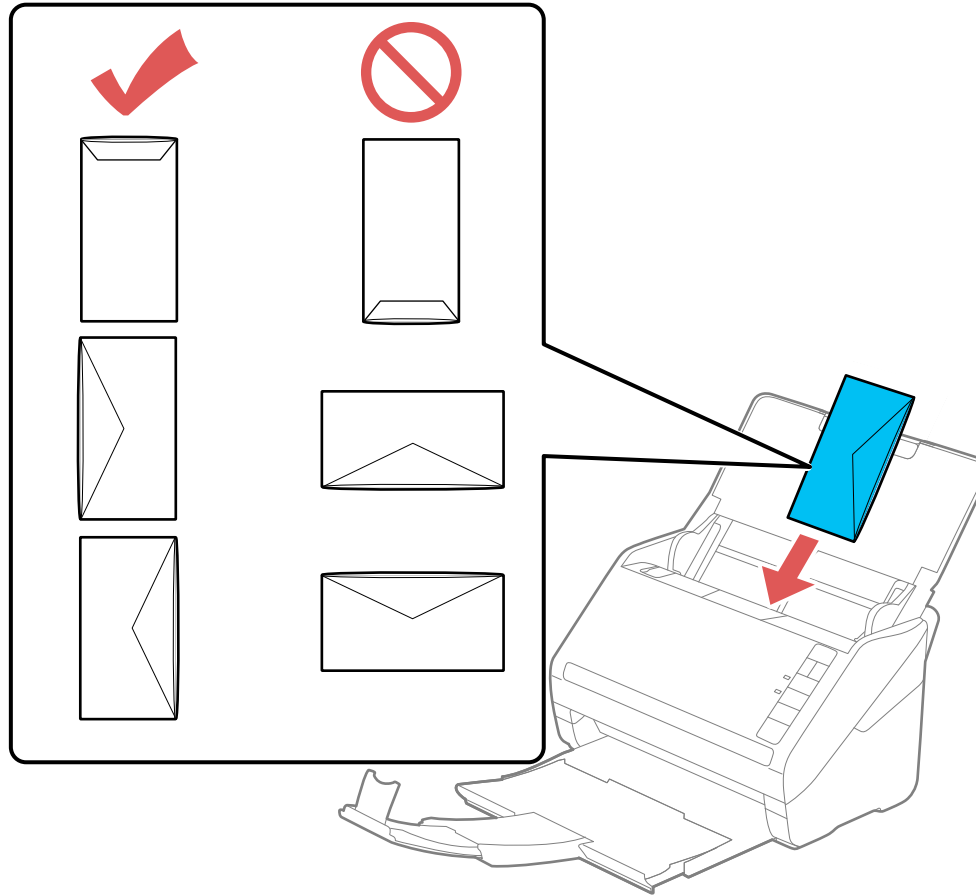
- For an A4-size or larger original, fold it as shown and place it in the center of the carrier sheet. Make sure the illustration on the front edge of the carrier sheet is facing up.
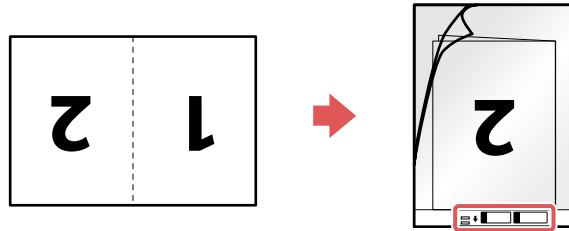
Caution: Do not load a folded document with the open side facing down.
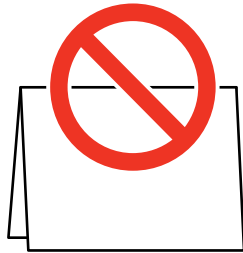
- For a photo or an irregularly shaped original, load it in the center of the carrier sheet with the printed side facedown. Make sure the illustration on the front edge of the carrier sheet is facing up.
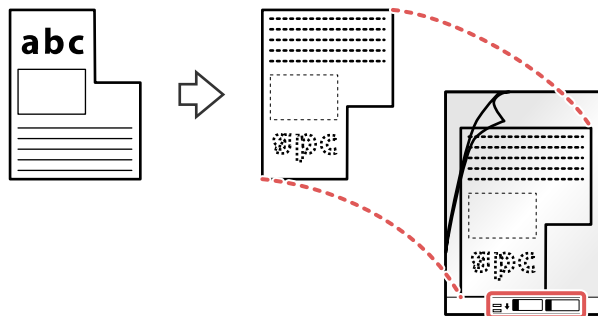
4. Load the carrier sheet in the input tray as shown until it meets resistance.

Folded original
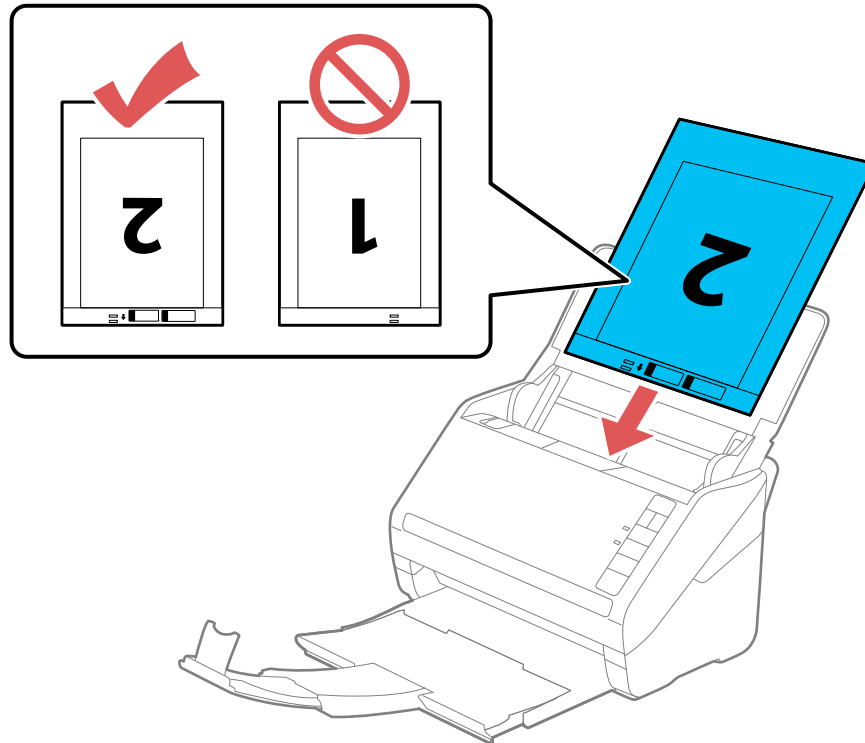
Photo or irregularly shaped original
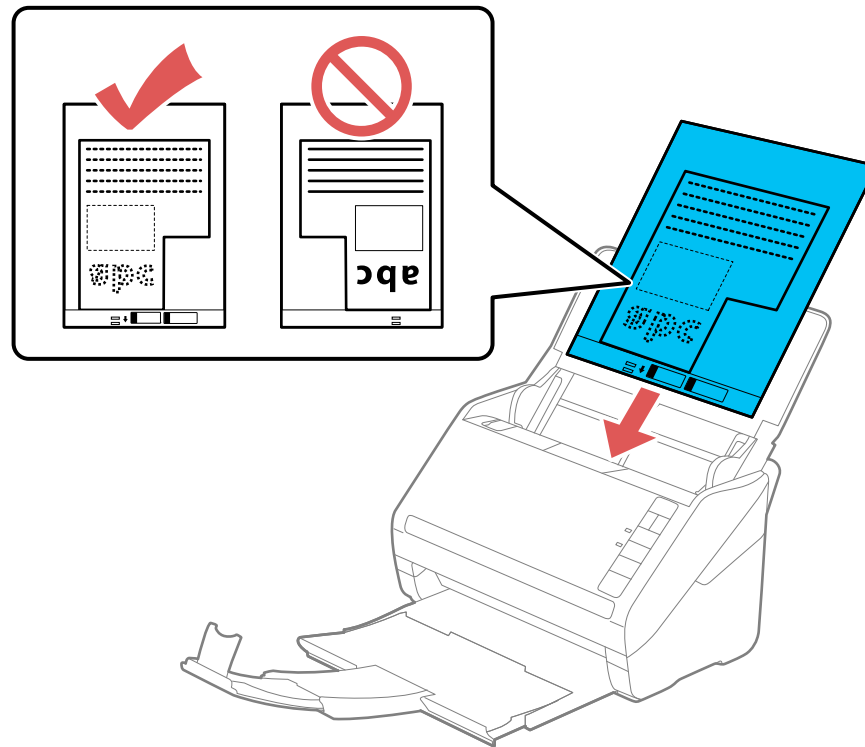
5. Slide the edge guides against the edges of the sheet or envelope.
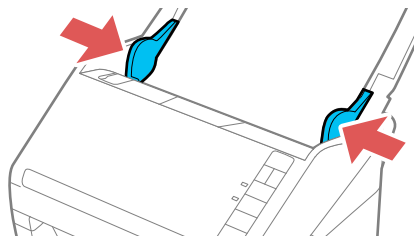
Large, Thick, or Folded Document Loading Capacity

Large, Thick, or Folded Document Loading Capacity

You can load one large, thick, or folded document, or one envelope that meets these specifications in your scanner.

Paper type	Paper size	Paper weight
Large or thick paper	Width: 2.0 to 8.5 inches (50.8 to 215.9 mm) Length: 2.0 to 240 inches (50.8 to 6046 mm) less than 200 dpi 2.0 to 215 inches (50.8 to 5461 mm) from 201 to 300 dpi 2.0 to 15.5 inches (50.8 to 393.7 mm) more than 301 dpi	10 to 110 lb (37 to 413 g/m²) Smaller than A8 (2.1 × 2.9 inches [52 × 74 mm]): 34 to 110 lb (127 to 413 g/m²) Larger than A8 (2.1 × 2.9 inches [52 × 74 mm]): 10 to 110 lb (37 to 413 g/m²)
Folded paper (load only in a carrier sheet)	Unfolded minimum size: A6 (4.1 × 5.8 inches [105 × 148 mm]) Unfolded maximum size: A3 (11.7 × 16.5 inches [297 × 420 mm])	13 to 35 lb (50 to 130 g/m²) Thickness: less than 0.01 inch (0.3 mm) including carrier sheet thickness
Envelope	3.6 × 6.1 inches (92 × 155 mm) to 4.7 × 10.9 inches (120 × 277 mm)	Up to 0.015 inch (0.38 mm) thick
Irregularly shaped document (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	13 to 35 lb (50 to 130 g/m²) Thickness: less than 0.01 inch (0.3 mm) including carrier sheet thickness

Scanning

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

For photo scanning, use the Epson FastFoto software. Follow the instructions in this section for scanning using Epson FastFoto.

For document scanning, use the Epson ScanSmart software. For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or click here to access the *Epson ScanSmart User's Guide*.

For document scanning for an iOS or Android device, use the Epson DocumentScan app. The app contains instructions on scanning and FAQs.

Starting a Scan from a Scanner Button
Scanning Photos with Epson FastFoto

Starting a Scan from a Scanner Button

You can scan using the ✧ scan button on your scanner. This automatically launches Epson FastFoto or Epson ScanSmart, depending on which scanning software you have assigned to the button.
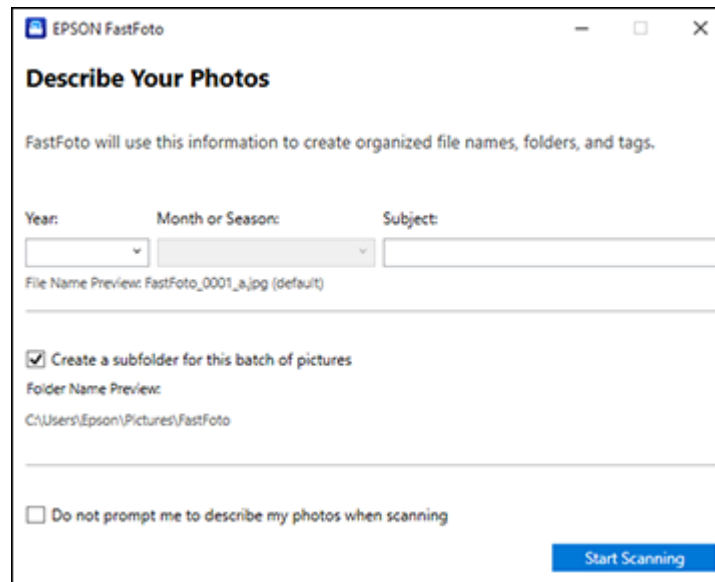
Note: Epson FastFoto is the default scanning software.

Note: For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or click here to access the *Epson ScanSmart User's Guide*.

Note: If you are scanning a Polaroid or other instant photo, or a panoramic photo longer than 15.5 inches (393.8 mm), make sure you select the correct photo type under **Scan Settings** in the **Settings** menu.

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

2. Load an original in your scanner.

3. Press the ✧ scan button.

You see a screen like this:

Fill out the necessary fields depending on how you want the software to organize your scanned images. If you do not want this screen to appear every time you press the ✧ scan button to scan, select the **Do not prompt me to describe my photos when scanning** checkbox.

Note: If your scanner is connected to one computer via USB and another computer via wireless, pressing the ✧ scan button on the scanner will save the scanned images to the USB-connected computer.

Changing the Default Scan Button Application

Parent topic: Scanning

Changing the Default Scan Button Application

You can change the software that automatically launches when you push the ✧ scan button on your product. By default, the Epson FastFoto software opens when you push the ✧ scan button.

1. Do one of the following to start Epson FastFoto:

   • **Windows 10**: Click [icon] and select **EPSON Software** > **Epson FastFoto**.

- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson FastFoto**.

- **Windows (other versions)**: Click [icon] or **Start**, and select **All Programs** or **Programs**. Select **EPSON Software** > **Epson FastFoto**.

- **Mac**: Open the **Applications** folder and select **Epson FastFoto**.

You see a screen like this:
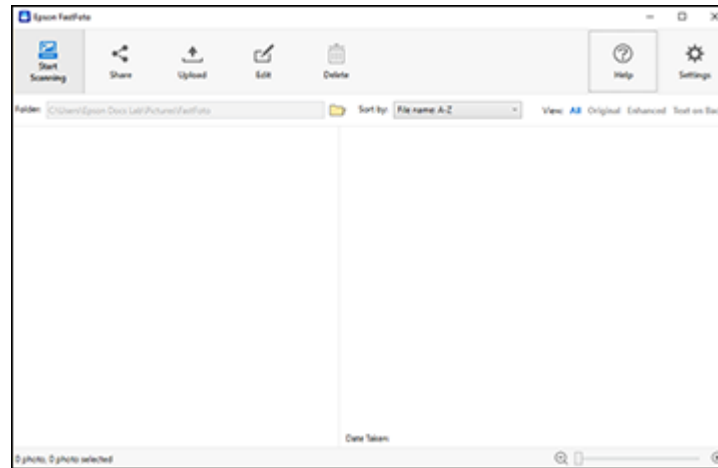
2. Click **Settings**.
3. Select the **Scanner Settings** tab.

You see a screen like this:
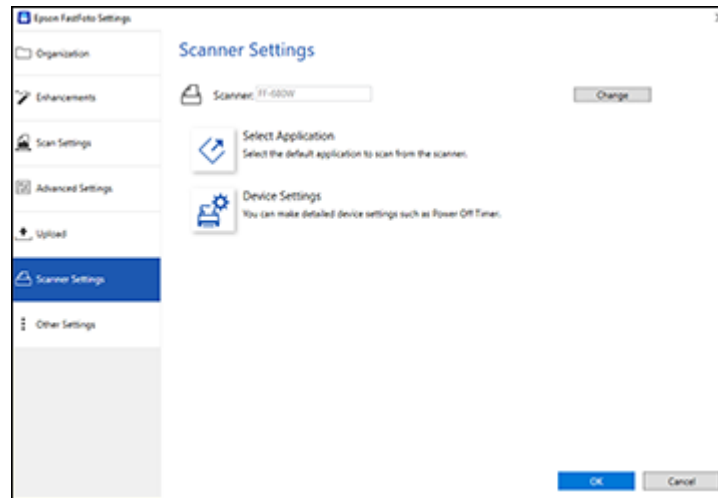
4. Click **Select Application**.

You see a screen like this:
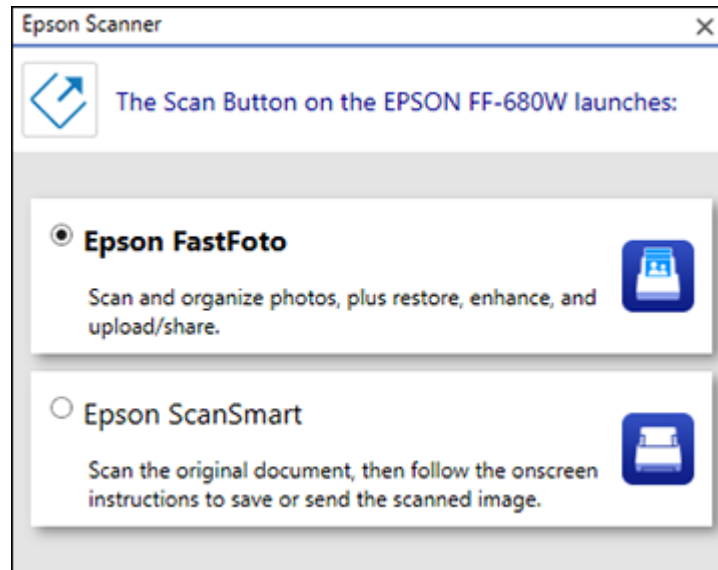
5. Choose the software you want to launch when you start a scan using the ✧ scan button.

Parent topic:

Scanning Photos with Epson FastFoto

When you scan photos with the Epson FastFoto software, the program automatically saves your scanned images in JPEG format on your computer in the folder you specify. You can select settings and enhancements before you scan, if necessary.

Note: This guide contains instructions for the 2.0 version of the FastFoto software. If you have an earlier version, you can download and install the latest software from the Epson support site or using the Epson Software Updater utility.

Caution: Because of the speed at which photos are scanned, dust particles on your photos can cause white lines to appear in scanned images, and in extreme cases can lightly scratch the protective finish on your photos. For best results, wipe off the front and back of your photos before scanning and use the included microfiber cloth to clean the scanner rollers after every 300 scans, or even before each scanning session. See the link below for instructions on cleaning the rollers.

Note: If you are scanning a Polaroid or other instant photo, or a panoramic photo longer than 15.5 inches (393.8 mm), make sure you select the correct photo type under **Scan Settings** in the **Settings** menu.

1. Place your photos in the input tray.
2. Do one of the following to start Epson FastFoto:
   - **Windows 10**: Click ▦ and select **EPSON Software** > **Epson FastFoto**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson FastFoto**.
   - **Windows (other versions)**: Click ▦ or **Start**, and select **All Programs** or **Programs**. Select **EPSON Software** > **Epson FastFoto**.
   - **Mac**: Open the **Applications** folder and select **Epson FastFoto**.

You see a screen like this:
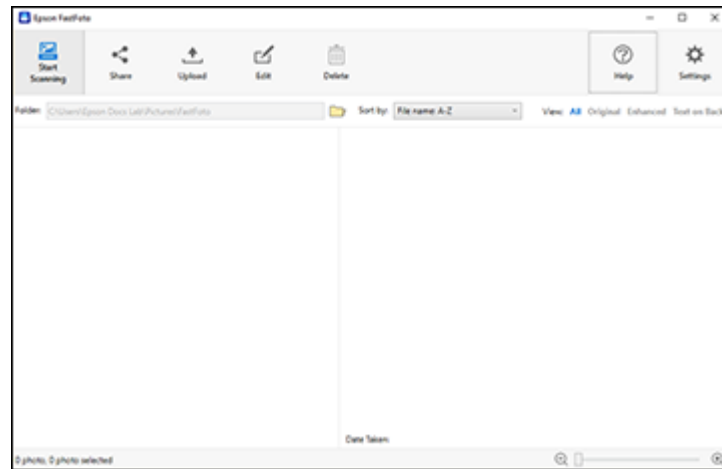
3. If you want to change any of the scanning options, click **Settings**.

4. Click **Start Scanning**.

    You may see a screen like this:

Windows

Mac

5. If you want, enter a subject and date for this batch of photos. This information is added to the name of each scanned image, as shown in the preview text.

6. If you want to create a new subfolder for the scanned images, select the **Create a subfolder for this batch of pictures** checkbox.

7. If you do not want to see this window every time you scan, select the **Do not prompt me to describe my photos when scanning** checkbox.

8. Click **Start Scanning**.

The scanner scans your photos and prompts you to load more photos. When you are finished, the photos are processed and saved in the location you chose.

After you scan your photos, you can share, upload, or edit them using Epson FastFoto.

Sharing Photos with Epson FastFoto
Uploading Photos with Epson FastFoto
Epson FastFoto Edit Menu
Available Epson FastFoto Preferences and Features

Parent topic: Scanning

Related tasks
Cleaning Inside Your Scanner
Loading Photos in the Input Tray
Changing the Default Scan Button Application

Sharing Photos with Epson FastFoto

You can share your scanned photos via email with the Epson FastFoto software.

1. Do one of the following to start FastFoto:

   • **Windows 10**: Click and select **EPSON Software** > **Epson FastFoto**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Epson FastFoto**.

   • **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EPSON Software** > **Epson FastFoto**.

   • **Mac**: Open the **Applications** folder and select **Epson FastFoto**.

You see a screen like this:
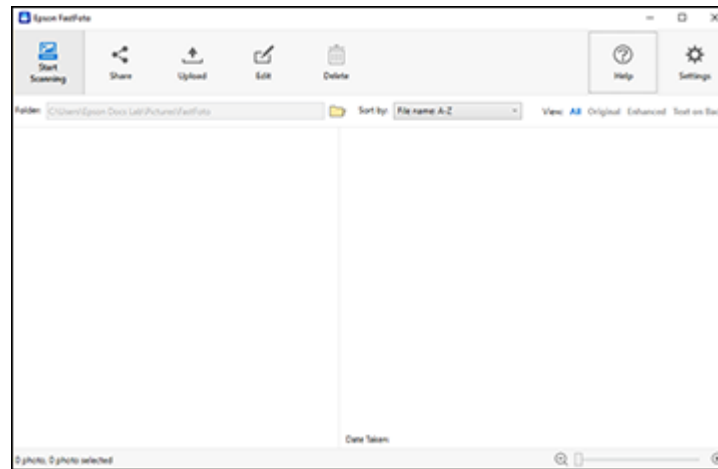
2. Click **Share**.

3. Select the scanned images you want to share.

4. Click **Email**. Enter the necessary information and click **Share**.

   Note: Your email application must be previously set up and configured before you can share images. Epson FastFoto does not support web-based email, such as Gmail.

Parent topic: Scanning Photos with Epson FastFoto

Uploading Photos with Epson FastFoto

You can upload photos to Dropbox or Google Drive with the Epson FastFoto software. You can automatically upload them as you scan them, or manually upload them afterwards.

If you have not connected your Dropbox or Google Drive account with Epson FastFoto, you will be prompted to do so. To set up Dropbox, you must have Dropbox installed on your computer.

1. Do one of the following to start Epson FastFoto:

   • **Windows 10**: Click and select **EPSON Software** > **Epson FastFoto**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Epson FastFoto**.

- **Windows (other versions)**: Click ![icon] or **Start**, and select **All Programs** or **Programs**. Select **EPSON Software** > **Epson FastFoto**.

- **Mac**: Open the **Applications** folder and select **Epson FastFoto**.

You see a window like this:
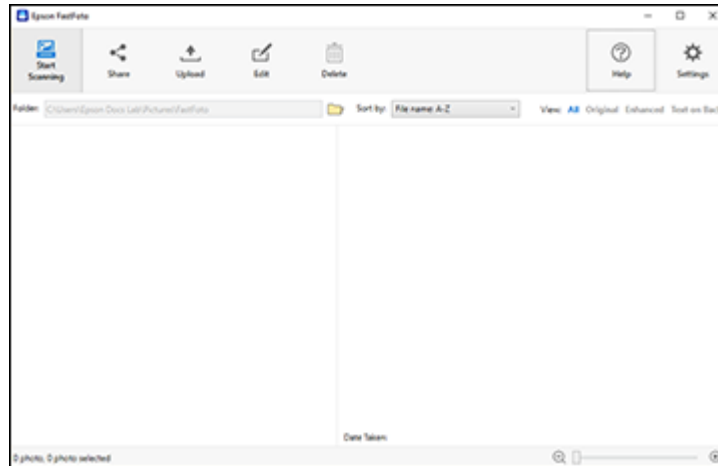
2. If you have already scanned your images, select the images you want to upload and click **Upload**.

3. Do one of the following:

    - Click **Dropbox**. Your photos are copied to your Dropbox folder.

    - Click **Google Drive**. Your photos are uploaded to Google Drive.

4. To set up automatic uploading or change your Dropbox and Google Drive settings, click **Settings**, click the **Upload** tab, and select the appropriate icon.

Parent topic: Scanning Photos with Epson FastFoto

Epson FastFoto Edit Menu

You can edit your scanned photos using these settings in the Epson FastFoto **Edit** menu.

Rotate Left
Rotates the selected photos 90° to the left. You can select and rotate multiple photos at the same time.

Rotate Right
Rotates the selected photos 90° to the right. You can select and rotate multiple photos at the same time.

Crop
Places an outline around the selected photo in the preview pane. Click and drag the outline to highlight the area you want to retain, and click **Apply** to crop the photo. (Windows only)

Enhance
Applies photo enhancement (brightness, contrast, and saturation) to all selected photos.

Restore
Applies color restoration to all selected photos.

Red Eye
Reduces the red eye effect in all selected photos.

Date
Allows you to add, edit, or remove a date from the selected photos (shown as the **Date Taken** information). (Windows only)

Undo All
Removes all edits from the selected photos made during the current session (since you started Epson FastFoto). Once you exit Epson FastFoto, your edits are permanent.

Parent topic: Scanning Photos with Epson FastFoto

Available Epson FastFoto Preferences and Features

You can select Epson FastFoto preferences and features on various tabs in the Settings window.
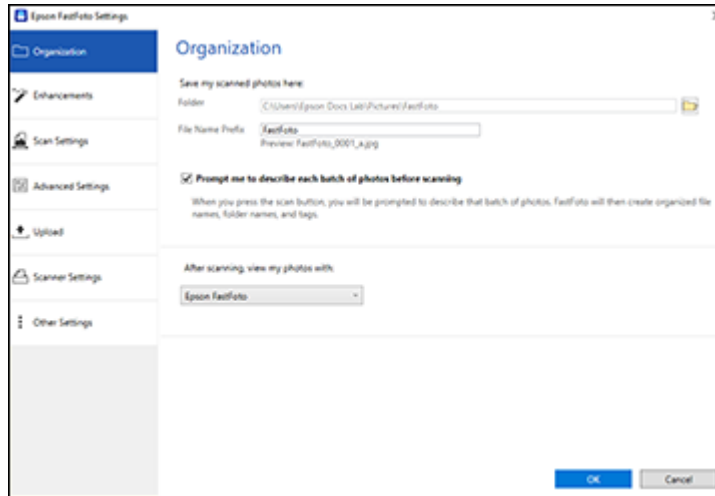
Organization tab

Save my scanned photos here
Choose a default folder in which to save your scanned photos. If you do not specify a folder during a scan, your photos will be saved to this location.

Note: On a Mac, you can choose to save your photos to the Photos application and to a folder. Select the **Save my files to Photos and to a folder** option to create an album in the Photos application in addition to saving your files in the chosen folder.

Prompt me to describe each batch of photos before scanning
Select this checkbox to be prompted during scanning to add a subject and date to your photos and create a subfolder. If you deselect the checkbox, Epson FastFoto uses the default file name prefix and folder.

After scanning, view my photos with
Choose the program from this list in which you want to view your scanned photos after scanning them with Epson FastFoto (Windows only).

Enhancements tab

Auto Enhance
Automatically adjusts the brightness, contrast, and saturation of your scanned photos.

Remove Red Eye
Automatically reduces the red-eye effect in your scanned photos.

Restore Faded Colors
Restores the colors in faded photos automatically.

Apply these enhancements
Choose whether to apply the enhancements to the original scanned photos or create a separate enhanced copy with "_a" appended to the filename.

Scan Settings tab

Photo type
Select the type of photo you want to scan.

Scan my photos at this resolution
Select the resolution at which to scan your photos. Choose 300 dpi for the fastest and general scanning, choose 600 dpi for higher resolution or archival scanning, or choose 1200 dpi for the highest resolution and enlargements.

File Format
Choose the file format in which you want to save your scans.

Scan the back of my photos with Epson single-step technology
Select whether to scan both sides of your photos when Epson FastFoto detects writing or printing on the back of them. Adjust the slider to determine the detection's sensitivity level.

Advanced Settings tab

Auto rotation
Select this checkbox to automatically rotate your scanned images.

Curled photo correction
Select this checkbox to correct edge brightness on photos that have excessive curling.

Reduce lines and streaks
Select whether to reduce the appearance of lines and streaks in your photos. Enabling this setting may slightly crop your photos.

Upload tab

Dropbox
 Click to enable uploading to Dropbox.

Google Drive
 Click to enable uploading to Google Drive.

Scanner Settings tab

Select Application
 Select the software application that launches when you press the ✧ scan button on your scanner.

Device Settings
 Adjust various scanner settings or view the scan counter. (This option opens the Epson Scan 2 Utility.)

Change
 Select the scanner you want to use that is connected via USB or Wi-Fi.

Other Settings tab

Send usage information to Epson
 Choose whether to send software usage or error information to Epson.

Parent topic: Scanning Photos with Epson FastFoto

Cleaning and Transporting Your Scanner

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

Cleaning Your Scanner

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

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

1. Turn off the scanner and unplug the AC adapter.

2. Disconnect any connected cables.

3. Clean the outer case with a soft, dry cloth. Do not use liquid or chemical cleansers.

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

Parent topic: Cleaning and Transporting Your Scanner

Cleaning Inside Your Scanner

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

Caution: Because of the speed at which photos are scanned, dust particles on your photos can cause white lines to appear in scanned images, and in extreme cases can lightly scratch the protective finish on your photos. For best results, wipe off the front and back of your photos before scanning and use the included microfiber cloth to clean the scanner rollers after every 300 scans, or even before each scanning session.

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

1. Turn off the scanner and unplug the AC adapter.

2. Disconnect any connected cables.

3. Pull down on the cover open lever and open the scanner cover.
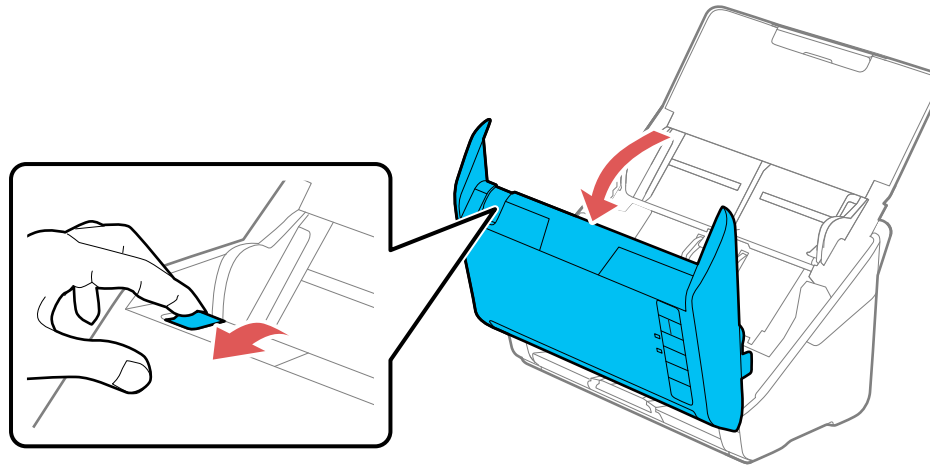
4. Use the included microfiber cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with grease or some other hard-to-

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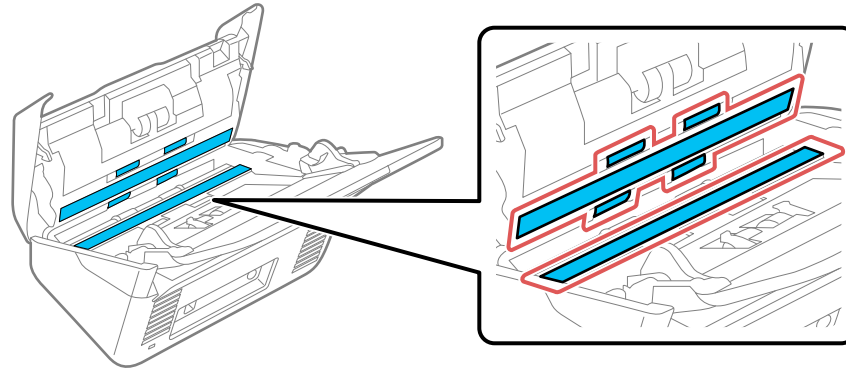
Caution: Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.

5. Use a dry cotton swab to wipe off any dust or dirt on the sensors.

    Caution: Do not use liquid or glass cleaner on the cotton swab.
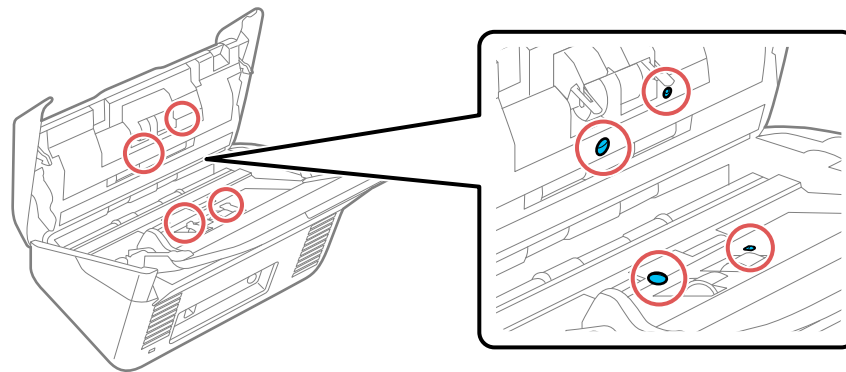
6. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or the included microfiber cloth.

Caution: Use only a genuine Epson cleaning kit or the included microfiber cloth to clean the roller; using a dry cloth may damage the surface of the roller.
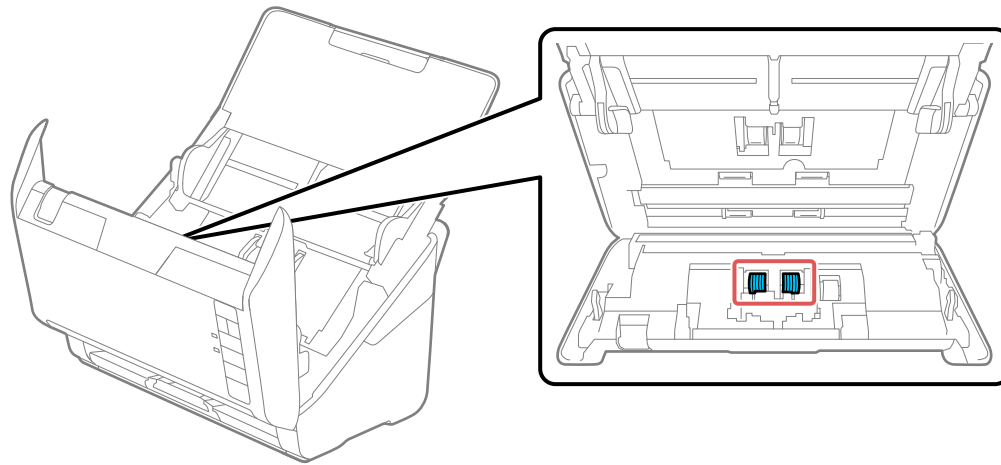
7. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or the included microfiber cloth.

   Caution: Use only a genuine Epson cleaning kit or the included microfiber cloth to clean the roller; using a dry cloth may damage the surface of the roller.
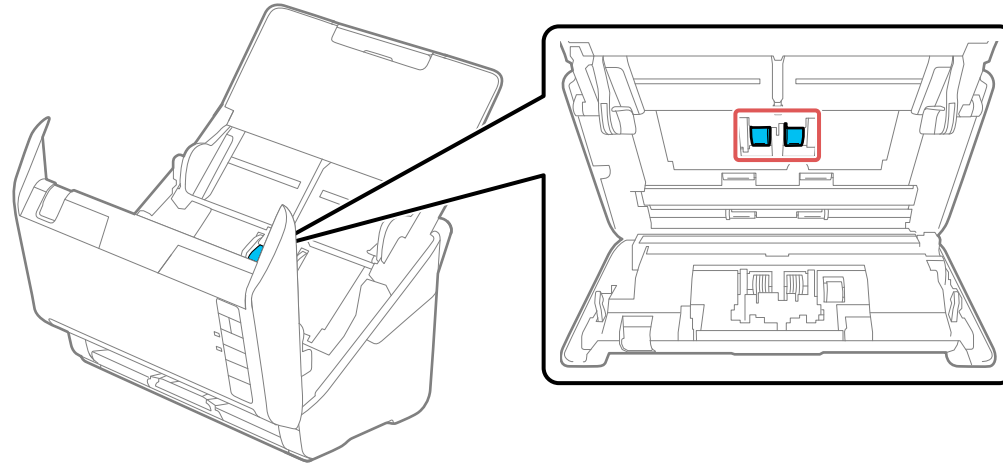
8. Plug in the AC adapter and press the ⏻ power button to turn on the scanner.

9. Hold down the ⬦ scan button for at least two seconds until the plastic parts next to the pickup roller retract into the scanner. Press the ⬦ scan button several times to rotate the separation rollers. Use a

genuine Epson cleaning kit or the included microfiber cloth to wipe off any dust or dirt on the rollers as they rotate. Repeat this step until the rollers are clean.
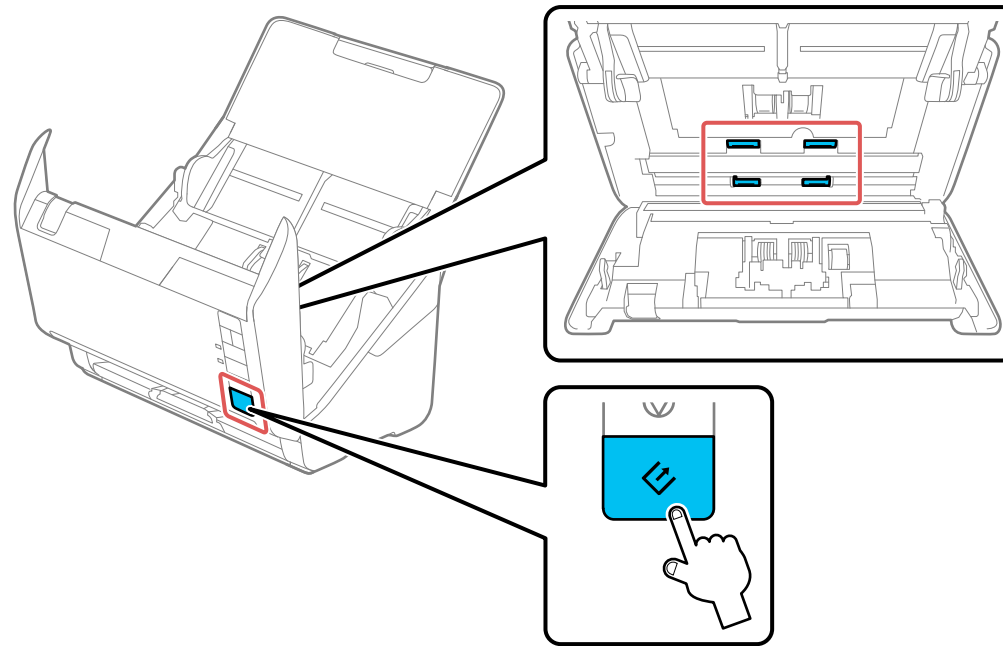
10. Close the scanner cover.

Parent topic: Cleaning and Transporting Your Scanner

Checking the Scanner Roller Counter

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

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

2. Do one of the following to open the Epson Scan 2 Utility:

- **Windows 10**: Click and select **EPSON** > **Epson Scan 2 Utility**.

- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.

- **Windows (other versions)**: Click ![Windows icon] or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
- **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

3. Click the **Counter** tab.

   You see a screen like this:

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

   Note: When scanning photos with Epson FastFoto, every scan is counted as double-sided, even if the backs of the photos are blank.

5. Close the Epson Scan 2 Utility.

Replacing the Scanner Rollers

Replace the scanner rollers when the number of scans exceeds the life cycle of the rollers. Check the scanner roller counter to see when you need to replace the rollers.

1. Turn off the scanner.

2. Unplug the AC adapter.

3. Disconnect any connected cables.

4. Pull down on the cover open lever and open the scanner cover.
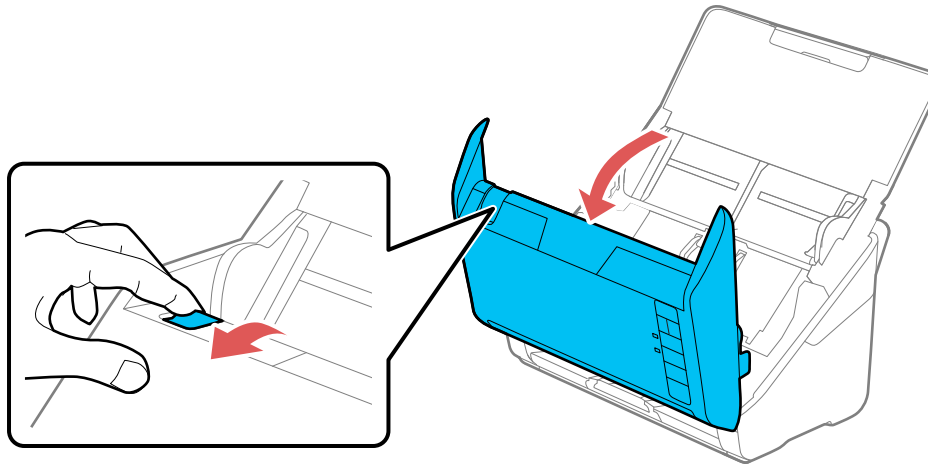
5. Press down on the pickup roller cover latch and pull up the cover to remove it.
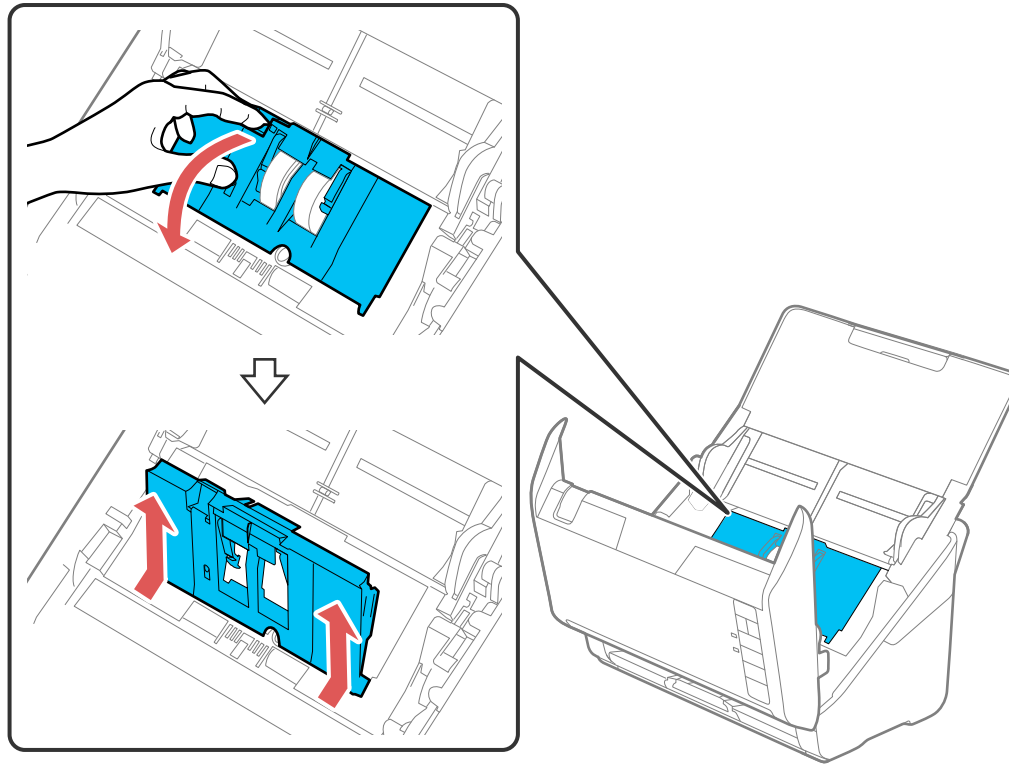
6. Pull down the tab on the pickup rollers and slide the rollers to the right to remove them.
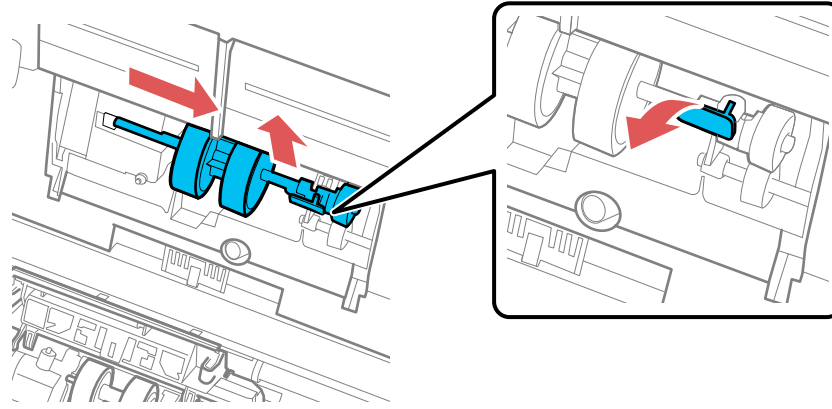
7. To install the new pickup rollers, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the rollers.
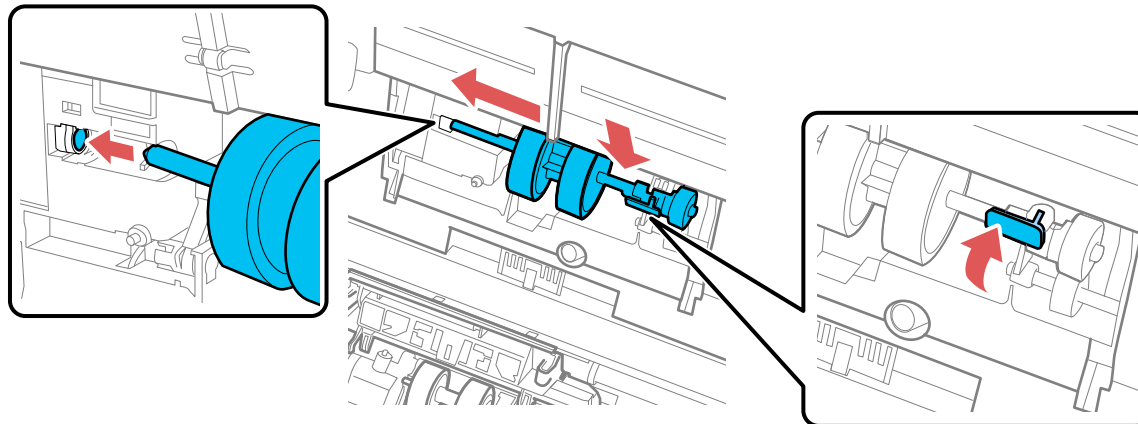
8. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.
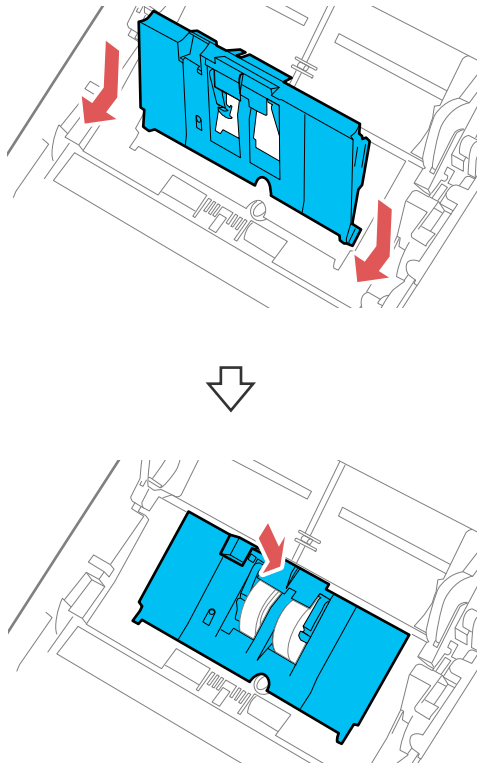
Note: If you are not able to close the cover, the pickup rollers are not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

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.
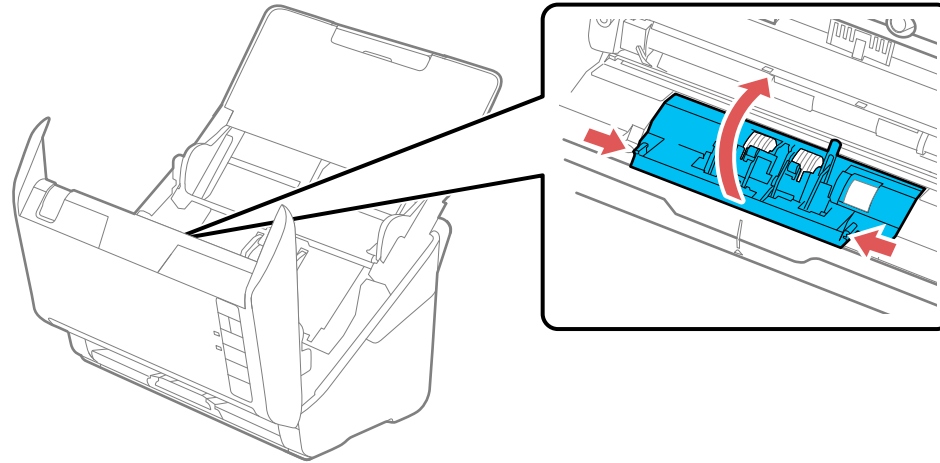
10. Slide the separation roller to the left and remove it.
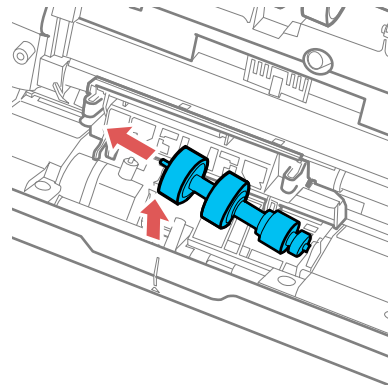
11. To install a new separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.
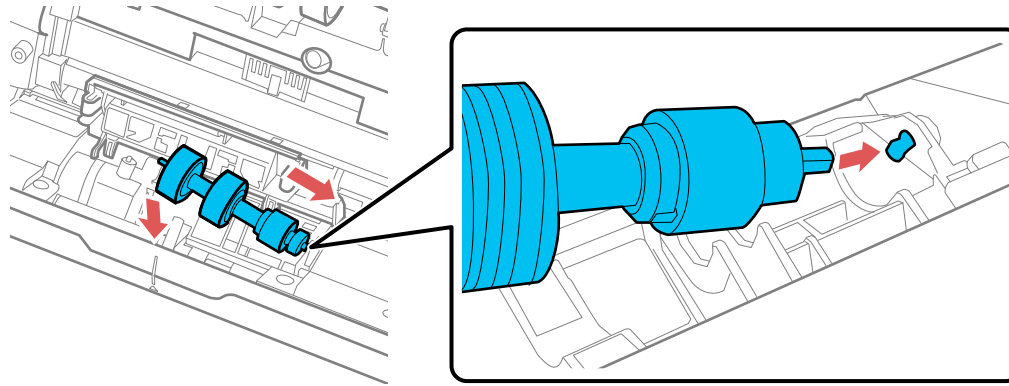
12. Close the separation roller cover until you hear it click into place.

   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 scanner.

16. Reset the roller counter.

Resetting the Scanner Roller Counter

Parent topic: Cleaning and Transporting Your Scanner

Related references

User Replaceable Epson Scanner Parts and Accessories

Related tasks

Checking the Scanner Roller Counter
Resetting the Scanner Roller Counter

Resetting the Scanner Roller Counter

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

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

2. Do one of the following to open the Epson Scan 2 Utility:

   - **Windows 10**: Click and select **EPSON** > **Epson Scan 2 Utility**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.

   - **Windows (other versions)**: Click or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

   - **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

3. Click the **Counter** tab.

You see a screen like this:

4. Click **Reset**.

    The Number of Scans field changes to 0 (zero).

5. Close the Epson Scan 2 Utility.

Parent topic: Replacing the Scanner Rollers

Transporting Your Scanner

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

1. Turn off the scanner and unplug the AC adapter.

2. Disconnect any connected cables.

3. Close the input tray and the output tray.
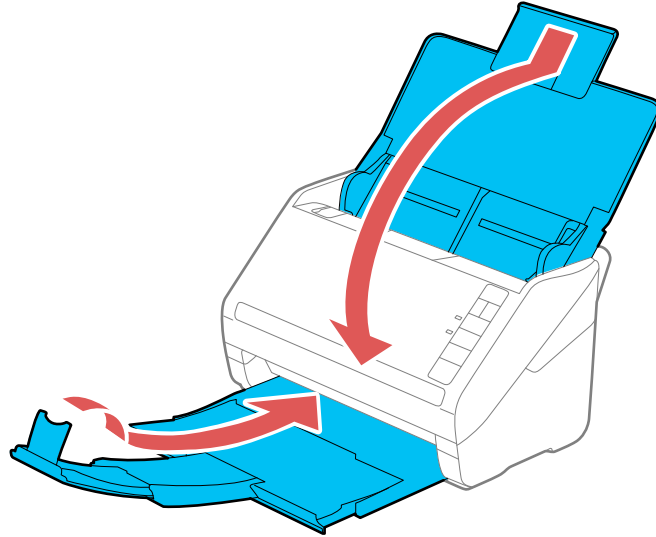
Note: Make sure the output tray is securely closed.

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

Parent topic: Cleaning and Transporting Your Scanner

Solving Problems

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

Scanner Light Status
Solving Scanning Problems
Solving Network Scanning Problems
Solving Scanned Image Quality Problems
Uninstall Your Scanner Software
Where to Get Help

Scanner Light Status

You can often diagnose problems with your scanner by checking its lights.
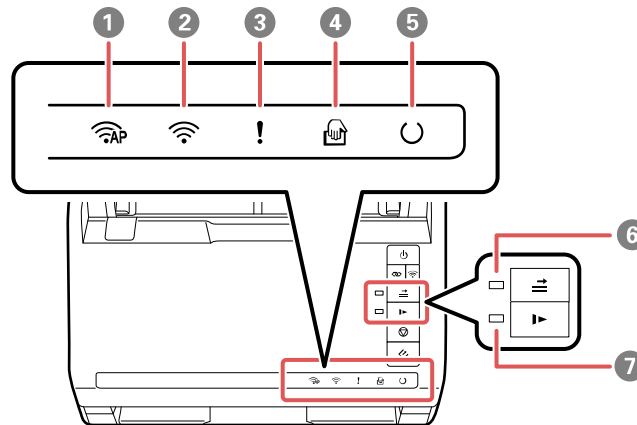
1	🛜 AP mode light
2	📶 Wi-Fi light
3	! error light
4	🖐 automatic feeding mode light
5	⭕ ready light
6	⇄ double feed detection skip light

7   ▮► slow mode light

Light status	Condition/solution
The **!** error light is flashing slowly	A paper jam or a double feed has occurred. Remove any paper loaded in the input tray. If the light continues to flash, a scanner error may have occurred. Turn the scanner off and then back on again. If the error continues, contact Epson for support.
The **!** error light is on	The scanner cover is open. Make sure the scanner cover is closed and no paper is jammed inside.
The following lights are flashing quickly: • **!** error • ⏻ ready • 📶 AP mode • 📶 Wi-Fi	A fatal error has occurred. Try the following: • Check the scanner connection to your computer to make sure it is secure. • Turn the scanner off and then back on again. If the error continues, the scanner may be malfunctioning. Contact Epson for support.
The ⏻ ready light is off and the following lights are on: • **!** error • 🖐 automatic feeding mode • ⇄ double feed detection skip • ▮► slow mode • 📶 AP mode • 📶 Wi-Fi	The firmware update has failed and the scanner is in recovery mode. Try updating the firmware again.
The 📶 Wi-Fi and **!** error lights are flashing slowly	An access point settings error (security error) has occurred. Press the 🛑 stop button to clear the error, restart the devices you want to connect to the network, then reconnect the scanner to the network.
The 📶 Wi-Fi light is flashing slowly and **!** error light is on	
The **!** error and ⏻ ready lights are on and the 📶 Wi-Fi light is flashing	Wireless scanning from the scanner button has failed. Wait for the lights to go off or stop flashing, restart the devices you want to connect to the network, and reconnect the scanner to the network.

Parent topic: Solving Problems

Related references

Original Jams in Scanner

Where to Get Help

Related topics

Wi-Fi Networking

Solving Scanning Problems

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

Scanner Does Not Turn On or Turns Off Unexpectedly

Scanner Button Does Not Work as Expected

Scanning Software Does Not Operate Correctly

Original Feeds Incorrectly in Scanner

Original Jams in Scanner

Scanning is Slow

Parent topic: Solving Problems

Scanner Does Not Turn On or Turns Off Unexpectedly

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

• Make sure the AC adapter is securely connected to the scanner and to a working electrical outlet.

• If the scanner turns off unexpectedly, you may need to adjust the **Sleep Timer** setting in the Epson Scan 2 Utility.

• If the scanner turns off unexpectedly, you may need to adjust the **AC power or AC adapter** setting in the Epson Scan 2 Utility.

Parent topic: Solving Scanning Problems

Related tasks

Changing the Power Off and Sleep Timer Settings

Scanner Button Does Not Work as Expected

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

• Make sure the Epson FastFoto software is installed correctly. If necessary, uninstall and reinstall it.

• 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.

- On Windows, be sure to unblock the EEventManager Application program in the Windows security settings; see Windows help for details.

- Check the status of the lights and make sure the scanner is ready to scan.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Scanner Software

Related tasks

Changing the Default Scan Button Application

Scanning Software Does Not Operate Correctly

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

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

- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.

- Make sure the scanner is turned on.

- Make sure the connection between the scanner and your computer is secure.

- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.

- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.

- Check that the correct scanner is selected using the Epson Scan 2 Utility.

- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.

- If you are scanning on a Mac, and you have scanner software from other products installed, uninstall the scanner software for all your products. Then reinstall the scanner software for this product and test it to make sure it works. If it does, reinstall the scanner software for your other products and make sure they all work. If not, contact Epson for support.

- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

- If your scanner is connected to one computer via USB and another computer via wireless connection, pressing the ✧ scan button on the scanner will save the scanned images to the computer connected via USB.

Parent topic: Solving Scanning Problems

Related concepts
Uninstall Your Scanner Software

Related references
Windows System Requirements
Mac System Requirements

Original Feeds Incorrectly in Scanner

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

Note: Do not repeatedly scan the same photo. Scanning photos multiple times can cause the photos to stick together due to a buildup of static electricity and could potentially damage the photos.

- If multiple photos feed at once, try the following:
  - Load only photos that meet the specifications for your scanner.
  - Wipe the back and front of the photos with a soft, dry, lint-free cloth.
  - Make sure the photos do not have a sticky residue on them.
  - Separate the photos to make sure they are not stuck together.
- 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 scanner.
  - Clean inside the scanner and replace the roller assembly kit, if necessary.
  - Press the ▌► slow mode button to slow down the scanning speed.
  - Use the optional carrier sheet for thin or folded documents.

Parent topic: Solving Scanning Problems

Related references
Photo Loading Capacity

Related tasks

Original Jams in Scanner

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

Note: Never pull or remove a jammed original without opening the scanner first or damage to the rollers can occur.

1. Turn off your scanner.

2. Remove all originals from the input tray.

3. Pull down the cover open lever and open the scanner cover.
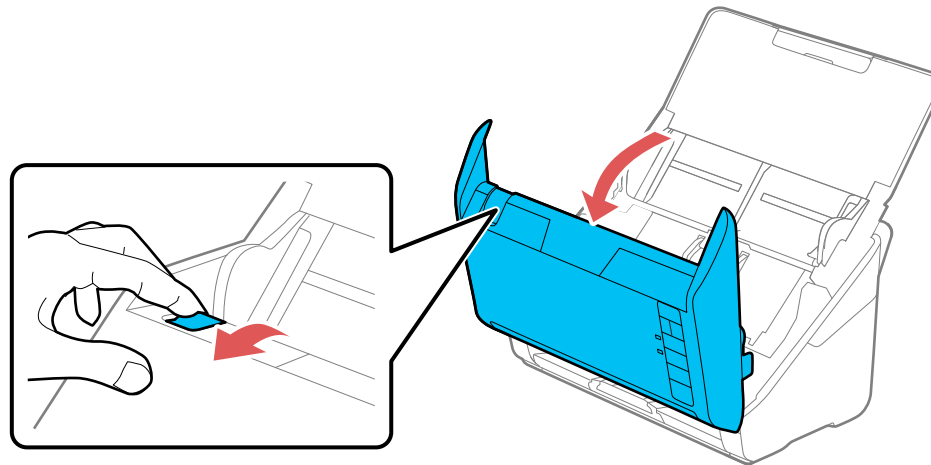
4. Gently pull out any jammed originals from inside the scanner.
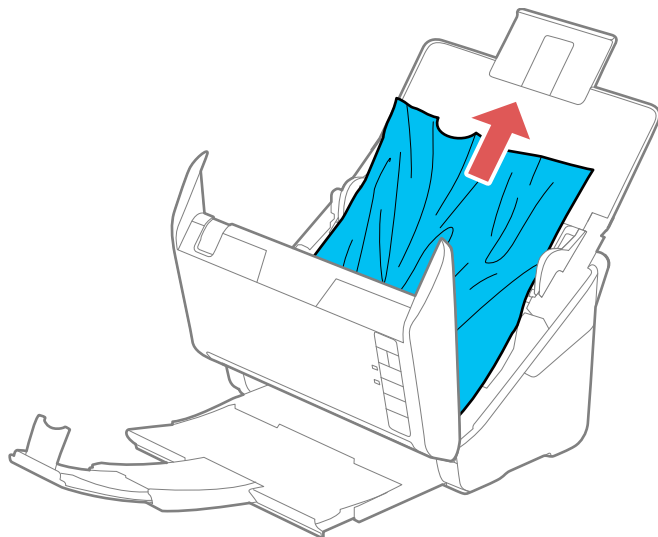
5. Gently pull out any jammed originals from the output tray.
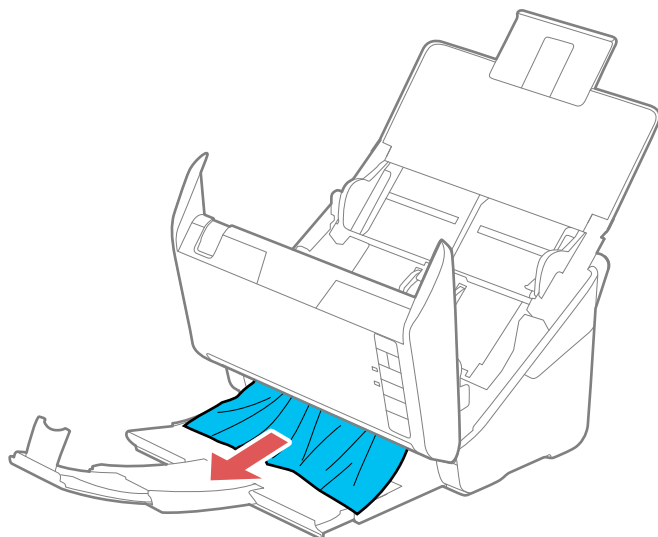
6. Close the scanner cover.

7. Carefully follow all loading instructions when you reload originals.

If originals jam in the scanner frequently, try the following:

• Press the � slow mode button to slow down the scanning speed.

• Clean inside the scanner and clean the rollers.

• Close the output tray and let the originals fall freely onto the surface below the scanner.

• If the roller counter is nearing end of life, replace the roller assembly kit.

Parent topic: Solving Scanning Problems

Related tasks
Cleaning Inside Your Scanner

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.

• Make sure you did not press the ▶ slow mode button to slow down the scanning speed.

Parent topic: Solving Scanning Problems

Related references
Windows System Requirements
Mac System Requirements

Solving Network Scanning Problems

Check these solutions if you have problems scanning over a network.

Cannot Scan Over a Network
Scanner Cannot Connect to a Wireless Router

Parent topic: Solving Problems

Cannot Scan Over a Network

If you cannot start Epson FastFoto when scanning over a network, try these solutions:

- If you cannot scan from the ♢ scan button on the scanner, try restarting your computer. Also start Epson FastFoto before scanning with the ♢ scan button.

- Make sure your scanner is correctly paired to Wi-Fi. In Epson FastFoto, go to **Settings** > **Scanner Settings** > **Change**, and make sure the correct scanner is connected.

- 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 FastFoto, exit the program, wait a few seconds, and restart it. If Epson FastFoto cannot restart, turn off your scanner, turn it back on, and try starting Epson FastFoto again.

- Check the network connection setting in the Epson Scan 2 Utility.

- If you see a message that the network product is currently being used by another user, there may be a communication error between the scanner and computer. Restart the scanner.

- You may need to temporarily disable your firewall and any anti-virus software on your wireless router. Then try scanning again. You can also unblock your scanner driver or network address in your firewall or anti-virus software.

- If the Firewall function is active, the scanner may not be discovered by the Epson Scan 2 Utility. Open the Epson Scan 2 Utility, enter the IP address for your scanner, and click **Add**.

Parent topic: Solving Network Scanning Problems

Related topics
Wi-Fi Networking

Scanner Cannot Connect to a Wireless Router

If your scanner has trouble finding or connecting to a wireless router, try these solutions:

- If you are connecting the scanner via Wi-Fi Protected Setup (WPS), make sure you activate WPS on your scanner 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 scanner within contact range of your router. Avoid placing your scanner near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. 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 or contact your internet service provider for instructions. Be sure to connect your scanner only to a 2.4 GHz network name (SSID).

- Verify that your router 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. Then try scanning again. You can also unblock your scanner 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. If access restrictions are set, add your scanner's MAC address to your router's address list. To obtain your scanner's MAC address, check the label on the back or bottom of your scanner. Then follow the instructions in your router documentation to add the address to the list.
- If your router does not broadcast its network name (SSID), follow the instructions that came with your scanner to enter your wireless network name manually.
- If your router 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 scanner may not be able to communicate with a computer with multiple network interfaces. Disable all network interfaces except for the interface connected to the scanner.
- Enable the DHCP function on the access point or router.
- Check that the scanner's IP address is set correctly.

Parent topic: Solving Network Scanning Problems

Related topics
Wi-Fi Networking

Solving Scanned Image Quality Problems

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

Note: For additional solutions when scanning with the Epson FastFoto software, see the Epson FastFoto help utility. For solutions when using the Epson ScanSmart software, see the Epson ScanSmart help utility or click here to access the *Epson ScanSmart User's Guide*.

Streaks Appear in All Scanned Images

Parent topic:

Streaks Appear in All Scanned Images

If streaks appear in all your scanned images, try these solutions:

- Clean the glass surfaces inside your scanner using a genuine Epson cleaning kit or the microfiber cloth that came with your scanner.

- The Epson FastFoto software can alert you when dirt is detected on the scanner glass. Click **Settings** > **Device Setting** > **Scanner Setting** and select a setting for **Detect Glass Dirt**. Click **Set**.

  Note: Not all lines or dirt can be detected. Dirt may not be detected depending on its position, shape, and concentration. Change the detection sensitivity setting as necessary.

- The Epson FastFoto software can automatically correct any vertical lines in scanned images. Click **Settings** > **Advanced Settings** and click the **Reduce lines and streaks** checkbox.

  Note: Not all lines can be corrected.

- Keep the scanner cover closed when it is not in use to prevent dirt or dust from getting inside.

Parent topic:

Uninstall Your Scanner Software

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

Parent topic:

Uninstalling Scanner Software - Windows

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

1. Turn off the scanner.

2. Disconnect any interface cables.

3. Do the following to uninstall each of your scanning software programs, then follow any on-screen instructions:

   - **Windows 10**: Click ⊞ and select ⚙ (Settings) > **Apps** > **Apps & features**. Select the scanner software program and click **Uninstall**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the scanner software program and click **Uninstall/Change**.

   - **Windows 7**: Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select the scanner software program and click **Uninstall/Change**.

4. Restart your computer, then see the *Start Here* sheet to re-install your software.

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

Parent topic: Uninstall Your Scanner Software

Uninstalling Scanner Software - Mac

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

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.

2. Follow the instructions on the screen to install the Uninstaller utility.

3. Quit all applications currently running on your Mac.

4. Double-click the **Uninstaller** icon.

5. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.

6. Click **Uninstall**.

7. Follow the on-screen instructions to uninstall the software.

8. To reinstall your scanner software, see the *Start Here* sheet for instructions.

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

Parent topic: Uninstall Your Scanner Software

Where to Get Help

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

Internet Support

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

Speak to a Support Representative

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

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

Then call:

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

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

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

Purchase Supplies and Accessories

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

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your scanner.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (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
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

• Windows 10

• Windows 8.x

• Windows 7

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 epson.com.jm/support (Caribbean), 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 10.13.x

• macOS 10.12.x

- OS X 10.11.x

Note: The UNIX File System (UFS) for OS X and Fast User Switching on OS X are not supported.

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 epson.com.jm/support (Caribbean), select your product, and select **Downloads**.

Parent topic: Technical Specifications

General Specifications

Scanner type	Sheet feed, one pass duplex, color
Photoelectric device	CIS
Maximum effective pixels	2550 × 10800 pixels at 300 dpi
(Epson FastFoto)	5100 × 21600 pixels at 600 dpi
	10200 × 18600 pixels at 1200 dpi
Maximum effective pixels	1700 × 48000 pixels at 200 dpi
(Epson ScanSmart)	2550 × 64500 pixels at 300 dpi
	5100 × 21600 pixels at 600 dpi
Photo size	Maximum:
(Epson FastFoto)	• 8.5 × 36 inches (215.9 × 914.4 mm) at 300 or 600 dpi
	• 8.5 × 15.5 inches (215.9 × 393.8 mm) at 1200 dpi
	Minimum: 2 × 2 inches (50.8 × 50.8 mm) at 300, 600, or 1200 dpi

Document size	Maximum:
(Epson ScanSmart)	• 8.5 × 240 inches (215.9 × 6096 mm) at 200 dpi
	• 8.5 × 214 inches (215.9 × 5435.6 mm) at 300 dpi
	• 8.5 × 15.5 inches (215.9 × 393.8 mm) at 600 dpi
	Minimum: 2 × 2 inches (50.8 × 50.8 mm) at 300, 600, or 1200 dpi
	Receipts scanned at 301 dpi or more: up to 8.5 × 15.5 inches (215.9 × 393.8 mm)
	Receipts scanned at 300 dpi or less: up to 3.14 × 26 inches (79 × 660 mm) at a width of 3.14 inches (79 mm) or less
	Receipts scanned at 300 dpi or less: up to 8.5 × 36 inches (215.9 × 914.4 mm) at a width of 3.15 inches (80 mm) or more
Paper input	Photos: faceup loading
	Documents: facedown loading
Paper output	Photos: faceup ejection
	Documents: facedown ejection
Photo loading capacity	Sizes 3.5 × 5 inches (89 × 127 mm), 4 × 6 inches (102 × 152 mm), or 5 × 7 inches (127 × 178 mm): 36 photos
	Size 8 × 10 inches (203 × 254 mm): 10 photos
	Polaroid: 1 photo
	Panoramic under 12 inches (304.8 mm): 10 photos
	Panoramic 12.1 to 36 inches (307.3 mm to 914.4 mm): 1 photo
Paper loading capacity	100 sheets at 21 lb (80 g/m^2) weight
	up to 0.47 inch (12 mm) thickness
Optical scanning resolution	600 dpi (main scan)
	600 dpi (sub scan)
Output resolution	300, 600, or 1200 dpi
(Epson FastFoto)	

Output resolution (Epson ScanSmart)	75 to 1200 dpi in 1 dpi increments (maximum output resolution is determined by the document size)
	75 to 300 dpi if length is 15.5 inches (393.7 mm) to 215 inches (5461.0 mm)
	75 to 200 dpi if length is 215 inches (5461.1 mm) to 240 inches (6096.0 mm)
Color Depth	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
Interface	SuperSpeed USB 3.0 (backward-compatible with USB 1.1)
	IEEE802.11b/g/n
Light source	RGB LED

Parent topic: Technical Specifications

Dimension Specifications

Height	6.9 inches (176 mm)
Width	11.7 inches (296 mm)
Depth	6.7 inches (169 mm)
Weight	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 scanner and the AC adapter for voltage information. Power consumption varies depending on operating conditions.

Rated DC input power supply voltage	DC 24 V
Rated DC input current	2 A
Power consumption (USB connection)	Operating: 17 W (approximate)
	Ready mode: 9.2 W (approximate)
	Sleep mode: 1.2 W (approximate)
	Power off mode: 0.1 W (approximate)
Power consumption (Wi-Fi connection)	Operating: 18 W (approximate)
	Ready mode: 9.2 W (approximate)
	Sleep mode: 1.4 W (approximate)
	Power off mode: 0.1 W (approximate)

AC Adapter

AC adapter model	A471H
Rated input current	1.2 A
Rated frequency range	50 to 60 Hz
Rated output power supply voltage	DC 24 V
Rated output current	2 A

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating:
	• Photo scanning: 50 to 95 °F (10 to 35 °C)
	• Document scanning: 41 to 95 °F (5 to 35 °C)
	Storage: –13 to 140 °F (–25 to 60 °C)
Humidity	Operating: 15 to 80% RH
(non-condensing)	Storage: 15 to 85% RH
Operating conditions	Ordinary office or home conditions

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

Parent topic: Technical Specifications

Network Interface Specifications

Wi-Fi

Wireless LAN standard	IEEE802.11 b/g/n
Wireless security	WPA2-PSK (AES); WPA2 compliant support for WPA/WPA2 Personal
	WPA2-Enterprise; WPA2 compliant with support for WPA/WPA2 Enterprise
	WEP (64/128 bit)
Frequency range	2.4 GHz
Communication mode	Infrastructure mode
	Ad hoc mode; not supported for IEEE802.11n
	AP mode; not supported for IEEE802.11b

Note: AP mode and Ad hoc mode can be used at the same time.

Security Protocol

SSL/TLS	HTTPS (Server/Client)
	SMTPS (Client)
	STARTTLS
	Root certificate (Client)
	Root certificate updating (Client)
	CA-signed certificate (Server)
	CA certificate (Server)
	CSR generation (Server)
	Self-signed certificate (Server)
	EC key CSR/self-signed certificate generation (Server)
	Certificates/Secret key imports (Server)
Authentication for email sending	POP before SMTP, APOP, SMTP Authentication
MIB accessing Authentication/Encryption	SNMPv3

Parent topic:

Safety and Approvals Specifications

Scanner

United States	EMC: FCC part 15 Subpart B class B
Canada	EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

AC Adapter (A471H)

United States	Safety: UL60950-1
	EMC: FCC part 15 Subpart B class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1
	EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment contains the following wireless module:

- Manufacturer: Askey Computer Corporation.

- Type: WLU6320-D69 (RoHS)

- This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

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).

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your scanner.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
Restrictions on Copying
Default Delay Times for Power Management for Epson Products
Binding Arbitration and Class Waiver
Trademarks
FCC Compliance Statement
Copyright Notice

Important Safety Instructions

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

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

• Place the scanner close enough to the computer for the interface cable to reach it easily.

• Do not use with wet hands.

• When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.

• Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.

• Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave at least 3.9 inches (10 cm) between the back of the product and the wall.

• After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.

• Do not repeatedly scan the same photo. Scanning photos multiple times can cause the photos to stick together due to a buildup of static electricity and could potentially damage the photos.

- Do not place or store the scanner outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

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

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

AC Adapter

- Do not place or store the AC adapter outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

- Place the scanner and the AC adapter near an electrical outlet where the adapter can be easily unplugged.

- The AC power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.

- Do not place objects on top of the AC power cord and do not allow the AC adapter or the power cord to be stepped on or run over. Be particularly careful to keep the AC power cord straight at the end and the point where it enters the AC adapter.

- Use only the AC adapter that comes with your scanner. Using any other adapter could cause fire, electrical shock, or injury.

- Use only the power cord that comes with your scanner. 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 scanner with which it was included. Do not attempt to use it with other electronic devices unless specified.

- Use only the type of power source indicated on the AC adapter's label, and always supply power directly from a standard domestic electrical outlet with the AC adapter that meets the relevant local safety standards.

- 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 scanner, 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 by yourself except as specifically explained in the scanner'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 scanner and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the scanner or the AC adapter; the scanner or the AC adapter has been dropped or the case has been damaged; the scanner or the AC adapter does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)

• Unplug the scanner and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners.

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

USB

• The USB cable should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.

• Do not place objects on top of the USB cable and do not allow the cable to be stepped on or run over. Be particularly careful to keep the USB cable straight at the end.

• If you are not going to use the product for a long period, unplug the USB cable from the computer.

• Unplug the scanner and the USB cable, and refer servicing to qualified service personnel under the following conditions: Liquid has entered the scanner; the scanner has been dropped or the case has been damaged; the scanner does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)

Parent topic: Notices

Restrictions on Copying

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

Copying of the following items is prohibited by law:

• Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities

• Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage

• Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

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

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

Restriction on disassembling and decompiling

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

Parent topic: Notices

Default Delay Times for Power Management for Epson Products

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

Parent topic: Notices

Binding Arbitration and Class Waiver

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

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

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

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

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

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

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

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad

delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

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

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

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

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

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

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

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

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

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section

1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

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

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

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

Parent topic: Notices

Trademarks

EPSON® and Epson FastFoto® are registered trademarks and EPSON Exceed Your Vision is a registered logomark of Seiko Epson Corporation.

Windows is a registered trademark of Microsoft Corporation in the United States and/or other countries.

Apple, App Store, Mac, macOS, and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

Google® is a registered trademark and Android™ and Gmail™ are trademarks of Google LLC.

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

EPSON®

EXCEED YOUR VISION

Parent topic: Notices

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

CAN ICES-3(B)/NMB-3(B)

Parent topic: Notices

Copyright Notice

A Note Concerning Responsible Use of Copyrighted Materials

Copyright Attribution

Parent topic: Notices

A Note Concerning Responsible Use of Copyrighted Materials

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

Parent topic: Copyright Notice

Copyright Attribution

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Parent topic: Copyright Notice