

# **ES-865 User's Guide**



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# ES-865 User's Guide

Welcome to the ES-865 *User's Guide*.

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

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# Scanner Basics

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

[Using the Control Panel](#)

[Scanner Parts Locations](#)

[Using Power Saving Settings](#)

## Using the Control Panel

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

[Control Panel Buttons and Lights](#)

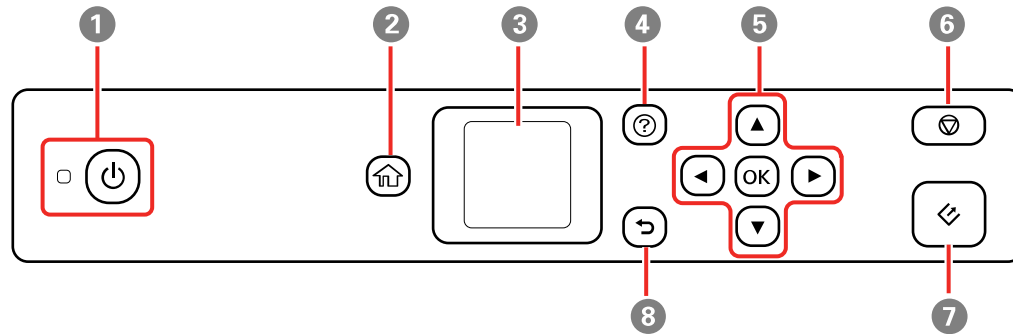
[Adjusting the Screen Brightness](#)

[Changing LCD Screen Language](#)

[Changing Regular Cleaning Alert Settings](#)




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

## Control Panel Buttons and Lights



- 1 power button and the power light
- 2 home button
- 3 LCD screen
- 4 help button



- 5 Navigation arrows and the **OK** button
- 6  stop button
- 7  start button
- 8  back button

The LCD Screen

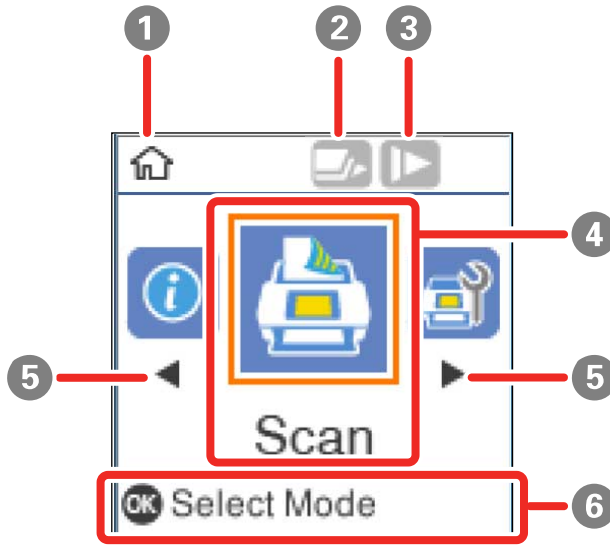
Viewing Animations

Setting User Access Restrictions (Access Control)

Status Icon Information

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

The LCD Screen




- 1 Home screen indicator
- 2 Double Feed Detection Skip (DFDS) is enabled (blue) or disabled. Select the **DFDS Function** option in the Scanner Settings menu to change the setting.
- 3 Slow mode is enabled (blue) or disabled. Select the **Slow** option in the Scanner Settings menu to change the setting.

- 4 Displays available menus
- 5 Press the arrow button to scroll through available menus
- 6 Displays available button actions

**Parent topic:** [Control Panel Buttons and Lights](#)

### Viewing Animations

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

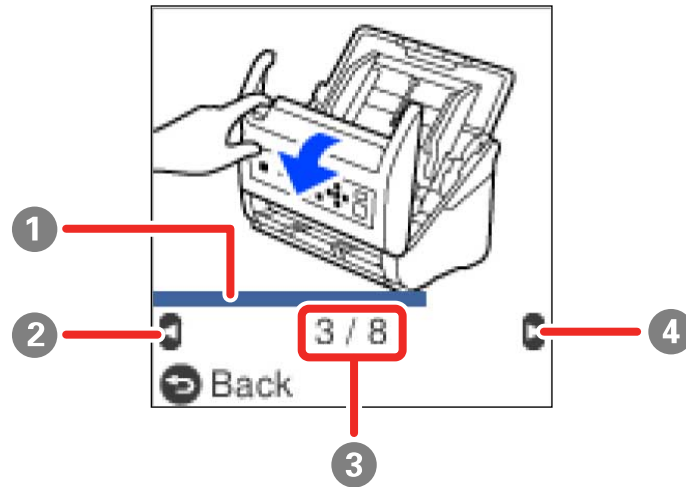
1. Press the  help button to display the Help screen.

You see a screen like this:



2. Select **Troubleshooting** if you are experiencing a problem or **How To** to view instructions on common procedures.
3. Select a topic from the list of available topics and follow the on-screen instructions.

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



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

**Parent topic:** [Control Panel Buttons and Lights](#)


### **Setting User Access Restrictions (Access Control)**

You can restrict user access for the following control panel settings to prevent unauthorized use of the product.

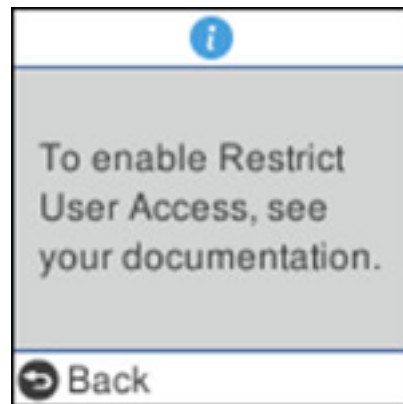
- Number of Scans After Replacing Roller
- Number of Scans After Regular Cleaning
- Paper Protection
- Detect Glass Dirt
- Ultrasonic Double Feed Detection
- Sleep Timer
- Power Off Timer

- Language
- Regular Cleaning Alert Settings
- System Administration

**Note:** If your system has an administrator, contact your administrator before enabling restricted access.

1. Press the  home button, if necessary.
2. Select **Settings** and press the **OK** button.
3. Use the arrow buttons to select **System Administration** and press the **OK** button.
4. Press the **OK** button to select **Restrict User Access**.
5. Select **On** and press the **OK** button.

You see a screen like this:










6. Press and hold the up and down arrow buttons simultaneously.  
You return to the Settings screen.
7. Press the **OK** button to confirm that access restriction is enabled.

To disable access restriction, select **Settings** > **System Administration** and press the **OK** button. When you see the **Restrict User Access is enabled** screen, press and hold the up and down arrow buttons simultaneously. Then press the **OK** button, select **Off**, and press the **OK** button again.

**Parent topic:** [Control Panel Buttons and Lights](#)

## Status Icon Information


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

Icons	Description
	Indicates that you are on the home screen.
	Slow mode is enabled. Paper feeding speed is reduced during scanning.
	Slow mode is disabled.
	Double Feed Detection Skip (DFDS) is enabled. Double feed detection is skipped once during scanning.
	Double Feed Detection Skip (DFDS) is disabled.
	Displays additional information or instructions.
	There is a problem with the indicated setting. See the <b>Device Information</b> menu to resolve the problem.

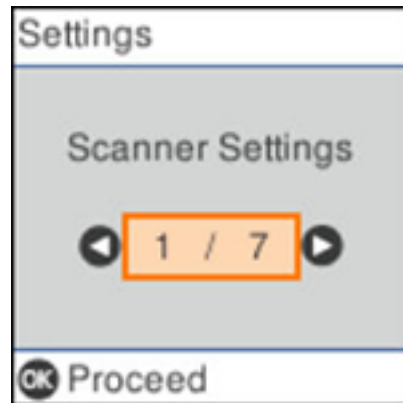
Parent topic: [Control Panel Buttons and Lights](#)

## Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Press the  home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:




3. Use the arrow buttons to select **LCD Brightness** and press the **OK** button.
4. Use the arrow buttons to decrease or increase the brightness.
5. Press the **OK** button to exit.

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

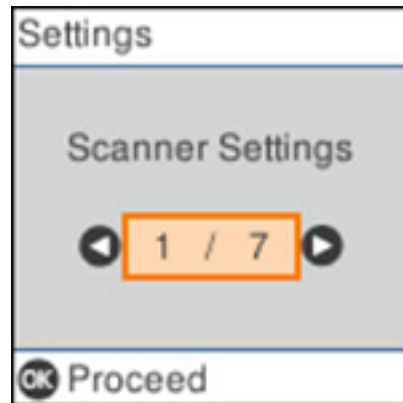
## Changing LCD Screen Language

You can change the language used on the LCD screen.

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

1. Press the  home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:




3. Use the arrow buttons to select **Language** and press the **OK** button.
4. Select a language and press the **OK** button to exit.

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

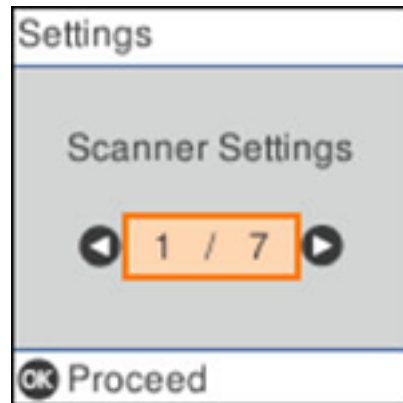
## Changing Regular Cleaning Alert Settings

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

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

1. Press the  home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:



3. Use the arrow buttons to select **Regular Cleaning Alert Settings** and press the **OK** button.
4. Do the following:
  - Set the **Warning Alert Setting** to **On** to receive a notification when it is time to clean inside the scanner.
  - On the **Count Alert Setting** screen, use the arrow buttons to change the number of scans before the notification appears.
5. Press the **OK** button to exit.

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

## Scanner Parts Locations

See these sections to identify the parts on your scanner.

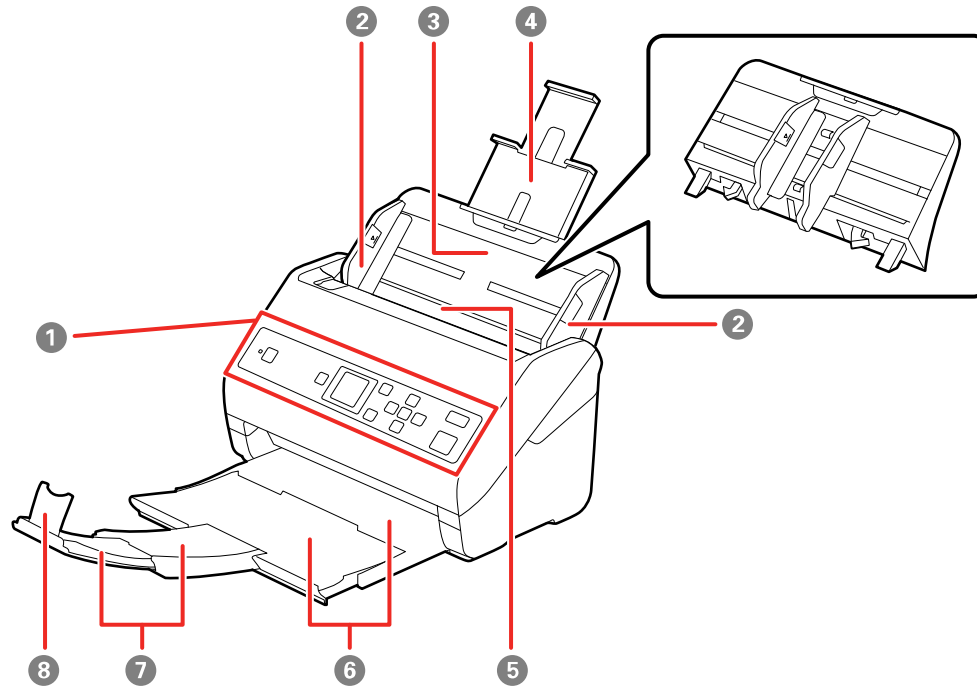
[Scanner Parts](#)

[User Replaceable Epson Scanner Parts](#)

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

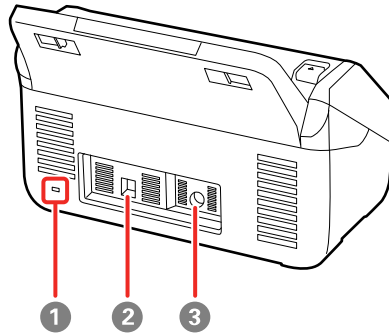


## Scanner Parts

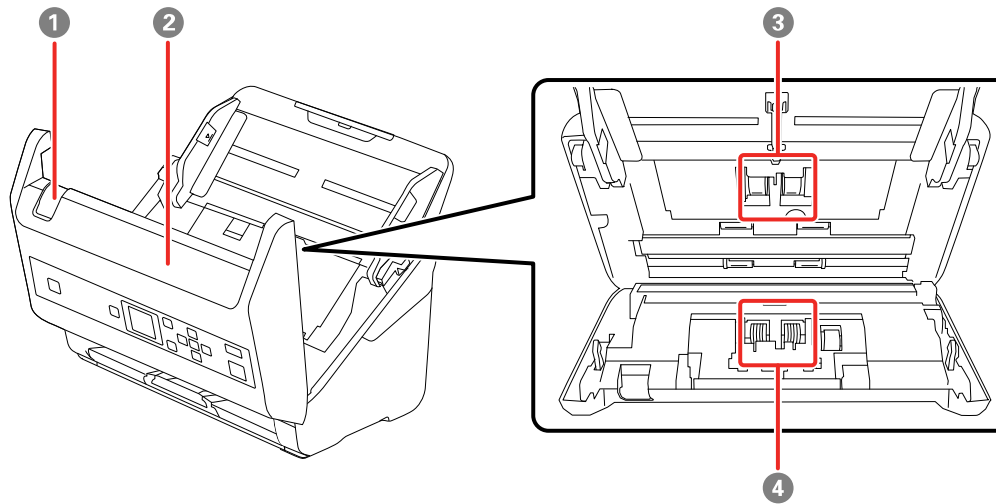


- 1 Control panel
- 2 Edge guides
- 3 Input tray
- 4 Input tray extension
- 5 ADF (Automatic Document Feeder)
- 6 Output tray
- 7 Output tray extensions

8 Stopper

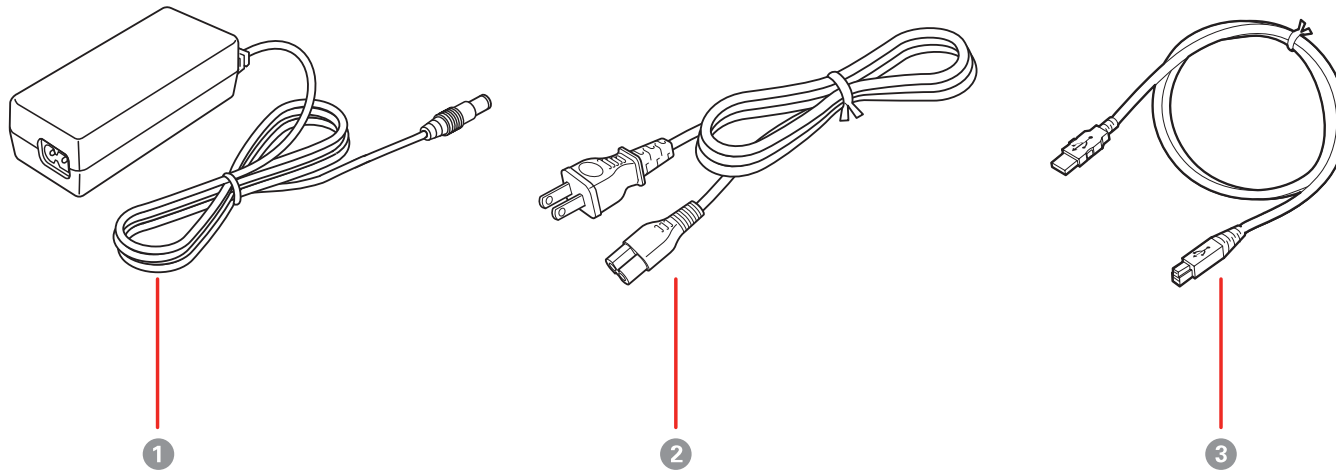


- 1 Kensington security slot
- 2 USB port
- 3 Power inlet



- 1 Cover open lever
- 2 Scanner cover

- 3 Pickup rollers
- 4 Separation rollers



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

Parent topic: [Scanner Parts Locations](#)

## User Replaceable Epson Scanner Parts

You can purchase genuine Epson accessories at [epson.com](http://epson.com) (U.S. sales), [epson.ca](http://epson.ca) (Canadian sales), or [epson.com.jm](http://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 sheet	B12B819051
Roller assembly kit	B12B819031
Cleaning kit	B12B819291
Flatbed scanner dock (Windows only)	B12B819011

Part	Part number
Epson Perfection V19 (for use with scanner dock)	B11B231201
Epson Perfection V39 (for use with scanner dock)	B11B232201

Parent topic: [Scanner Parts Locations](#)

## Using Power Saving Settings

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

[Changing the Sleep Timer Settings](#)


[Changing the Power Off Timer Settings](#)

Parent topic: [Scanner Basics](#)

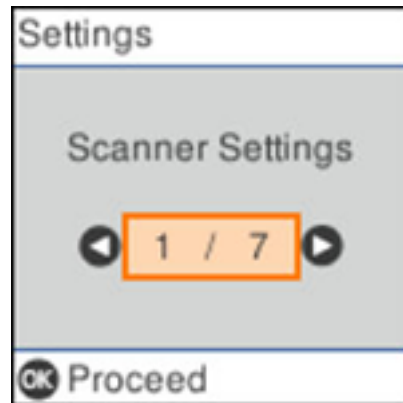
## Changing the Sleep Timer Settings

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

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

1. Press the  home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:




3. Use the arrow buttons to select **Sleep Timer** and press the **OK** button.
4. Do one of the following:
  - Press the up or down arrow buttons to decrease or increase the number of minutes.
  - Press the left and right arrow buttons to move to the previous or next character.
5. Press the **OK** button to exit.

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

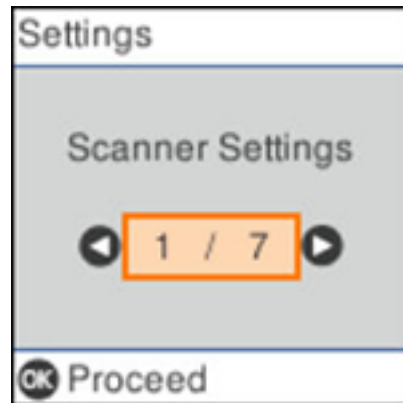
## Changing the Power Off Timer Settings

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

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

1. Press the  home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:



3. Use the arrow buttons to select **Power Off Timer** and press the **OK** button.
4. Select **Off** or select a time period between **30minutes** and **12h** (12 hours).
5. Press the **OK** button to exit.

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

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## Loading Originals

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

[Loading Originals in the Input Tray](#)

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

[Loading Special Originals](#)

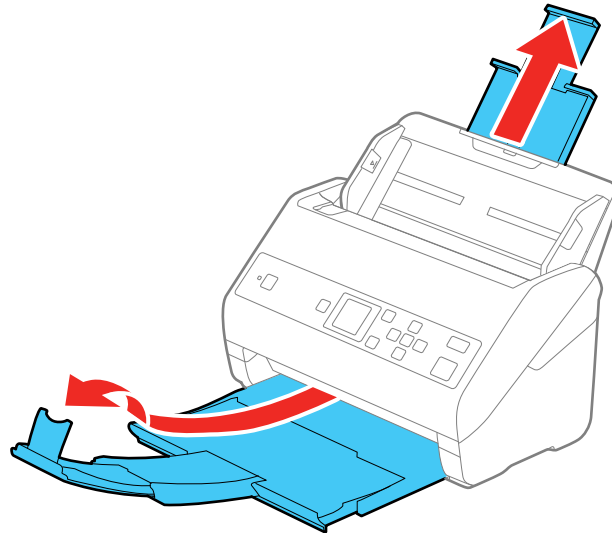
### Loading Originals in the Input Tray

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

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

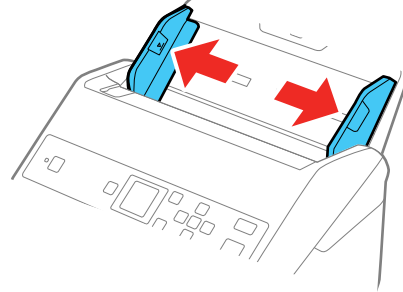
The steps below describe loading originals of the same size. To load originals of multiple sizes at once, see the link at the end of these steps.

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



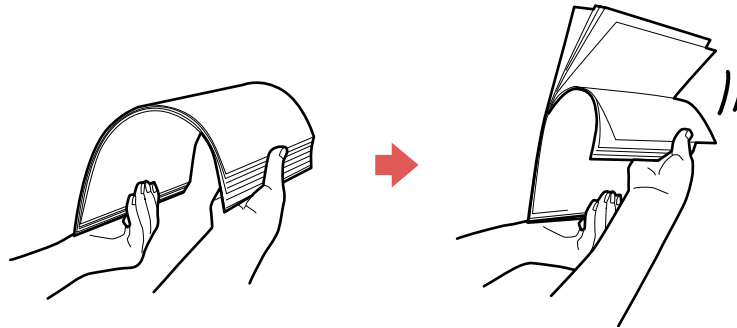
**Note:** If you are loading an original that is 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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



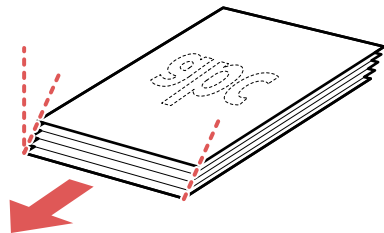
4. If you are loading a multi-page original, fan your stack of originals.

**Note:** If you are loading an original that is 15.5 inches (393.8 mm) or longer, load only one sheet at a time.

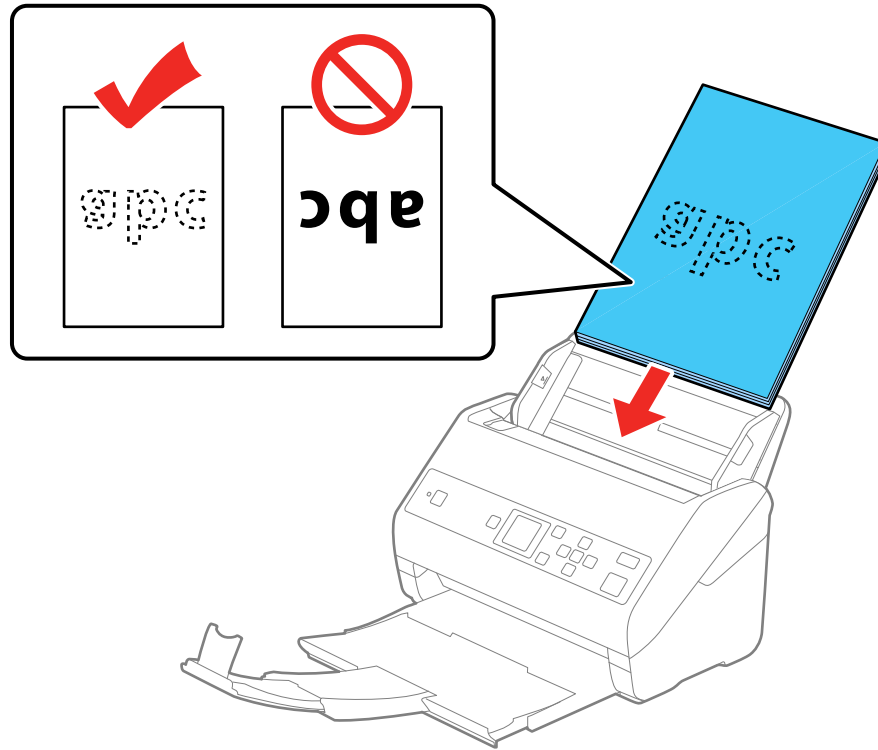




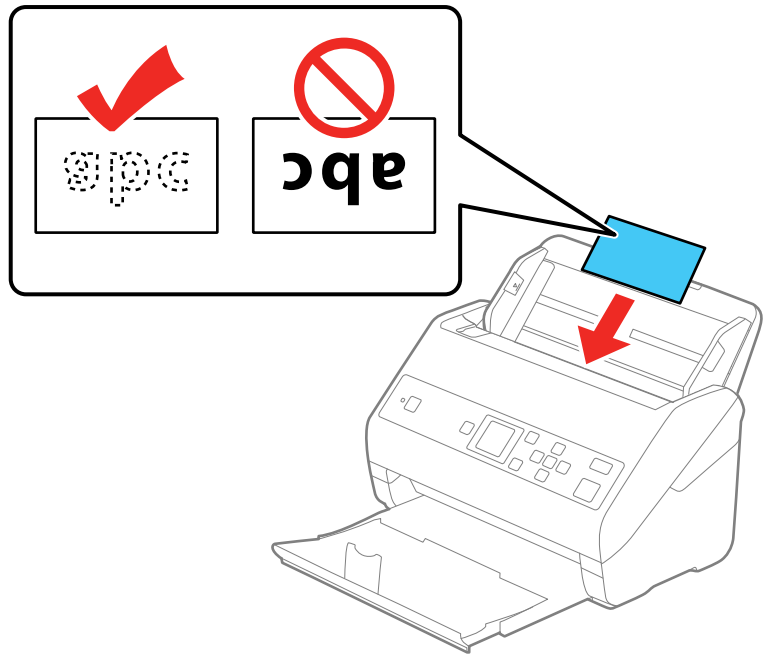
5. Stack the originals with the printed side facing down and slide the stack so the leading edge is at an angle as shown.



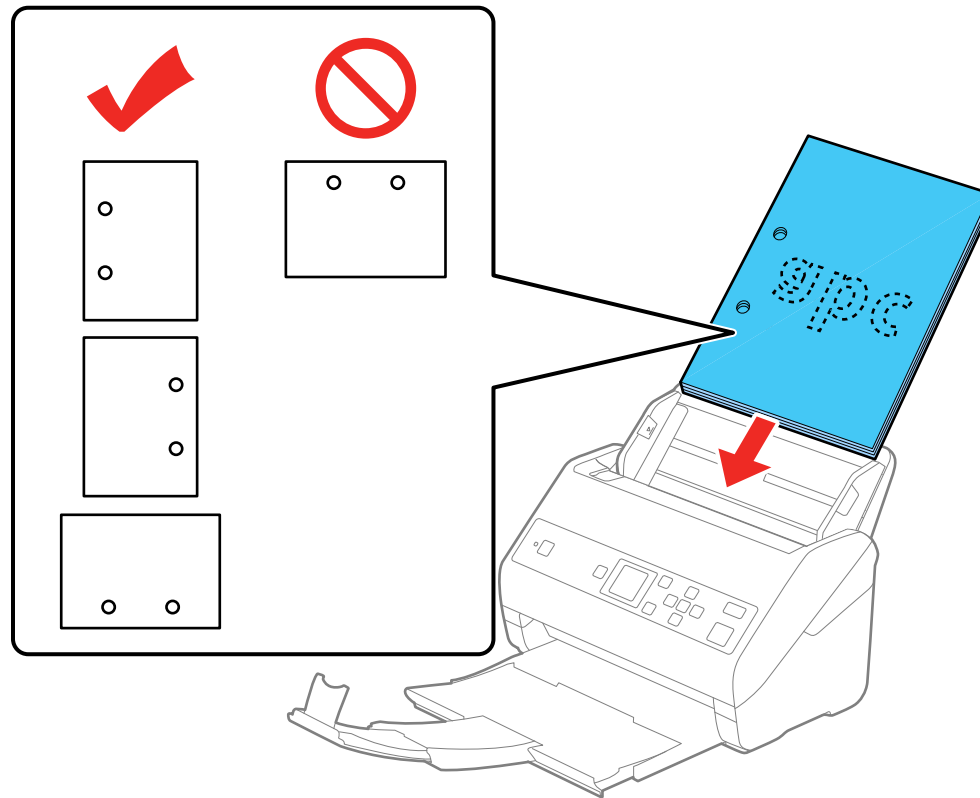
6. Load standard originals into the input tray printed side down and top edge first, and guide them in until they meet resistance.



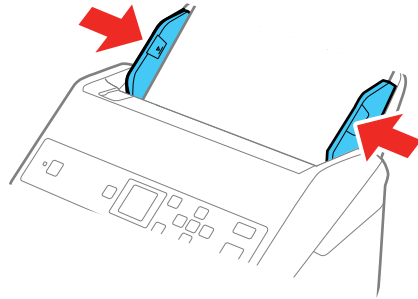
- If you are loading paper business cards, load up to 30 cards (printed side down and long edge first) into the input tray horizontally, and slide them in until they meet resistance.



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



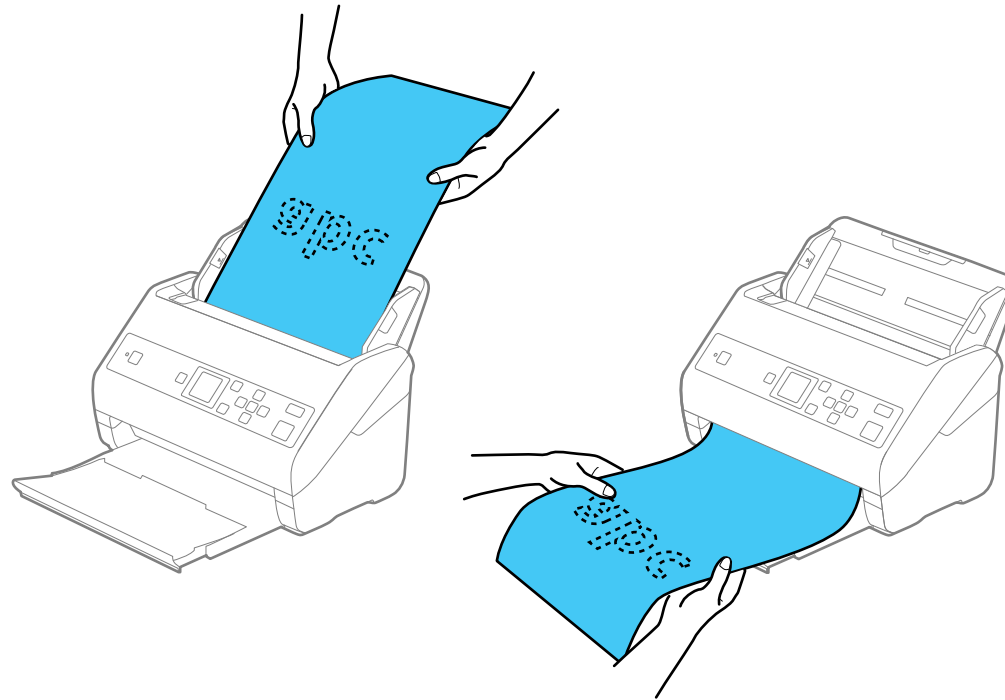
7. Slide the edge guides against the edges of the original.



**Note:** If you are scanning originals that are 15.5 inches (393.8 mm) or longer, support the original as it enters into and ejects from the scanner as shown and use the following resolutions:

- 15.5 to 53 inches (393.8 to 1346.2 mm): 600 dpi or less
- 53 to 215 inches (1346.3 to 5461 mm): 300 dpi or less

- 215 to 240 inches (5461.1 to 6096 mm): 200 dpi or less



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

**Note:** If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the 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 scanning thin or wrinkled paper causes paper jams, slow down the feeding speed by selecting **Settings > Scanner Settings > Slow > On** on the LCD screen.

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

[Original Document Specifications](#)

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

### Related references

[Original Document Specifications](#)

### Related topics

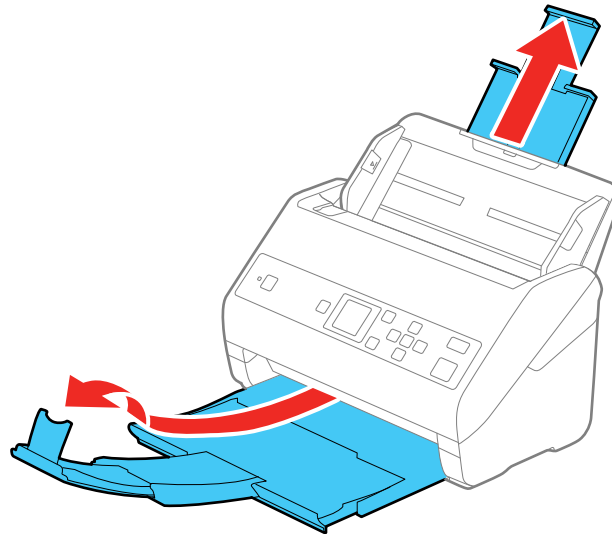
[Scanning](#)

## Loading Multiple Sizes of Originals in the Input Tray

You can load originals of different sizes, paper types, and thicknesses at one time in the input tray. Just make sure they meet the original document specifications.

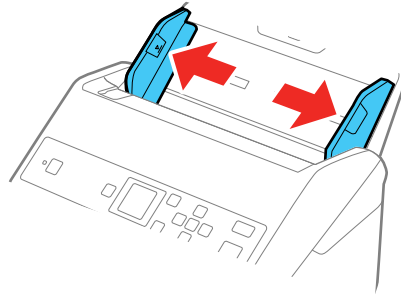
**Caution:** Do not load photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet.

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

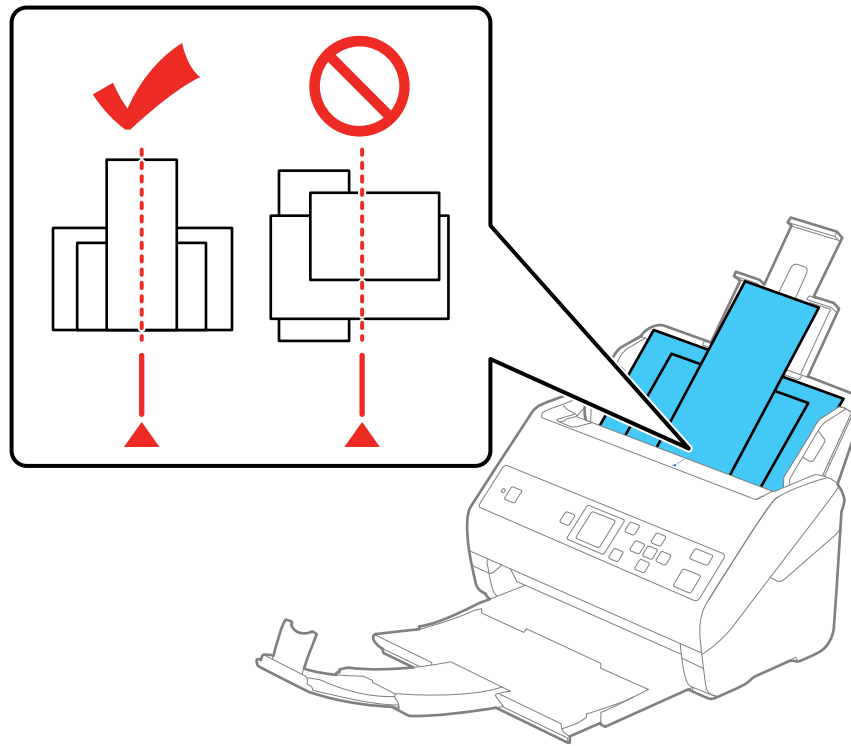


**Note:** If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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



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





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

**Note:** If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the 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 scanning thin or wrinkled paper causes paper jams, slow down the feeding speed by selecting **Settings > Scanner Settings > Slow > On** on the LCD screen.

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

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

## Original Document Specifications

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

<b>Paper type</b>	<b>Paper size</b>	<b>Paper weight</b>	<b>Loading capacity</b>
Plain paper Fine paper Recycled paper	Letter (8.5 × 11 inches [216 × 279 mm])	7 to 110 lb (27 to 413 g/m <sup>2</sup> )	21 lb (80 g/m <sup>2</sup> ): 100 sheets
	A4 (8.3 × 11.7 inches [210 × 297 mm])		24 lb (90 g/m <sup>2</sup> ): 86 sheets
	A5 (5.8 × 8.2 inches [148 × 210 mm])		28 lb (104 g/m <sup>2</sup> ): 74 sheets
	A6 (4.1 × 5.8 inches [105 × 148 mm])		34 lb (127 g/m <sup>2</sup> ): 62 sheets
	B5 (7.2 × 10.1 inches [182 × 257 mm])		42 lb (157 g/m <sup>2</sup> ): 50 sheets
	B6 (5 × 7.2 inches [128 × 182 mm])		56 lb (209 g/m <sup>2</sup> ): 38 sheets
	A8 (2.1 × 2.9 inches [52 × 74 mm])	34 to 110 lb (127 to 413 g/m <sup>2</sup> )	68 lb (256 g/m <sup>2</sup> ): 30 sheets
			110 lb (413 g/m <sup>2</sup> ): 18 sheets Loading capacity may vary depending on the paper type.
	Width: 2.0 to 8.5 inches (50.8 to 215.9 mm) Height: 15.5 to 240 inches (393.8 to 6096 mm)	13 to 35 lb (50 to 130 g/m <sup>2</sup> )	1 sheet

Paper type	Paper size	Paper weight	Loading capacity
Plain paper Fine paper Recycled paper	Legal (8.5 × 14 inches [216 × 356 mm])	7 to 110 lb (27 to 413 g/m <sup>2</sup> )	21 lb (80 g/m <sup>2</sup> ): 80 sheets 24 lb (90 g/m <sup>2</sup> ): 69 sheets 28 lb (104 g/m <sup>2</sup> ): 59 sheets 34 lb (127 g/m <sup>2</sup> ): 50 sheets 42 lb (157 g/m <sup>2</sup> ): 40 sheets 56 lb (209 g/m <sup>2</sup> ): 30 sheets 68 lb (256 g/m <sup>2</sup> ): 24 sheets 110 lb (413 g/m <sup>2</sup> ): 14 sheets Loading capacity may vary depending on the paper type.
Paper business cards	Business cards	Up to 56 lb (210 g/m <sup>2</sup> )	30 cards loaded horizontally

**Note:** You can load originals of different sizes, paper types, and thicknesses up to this size: Letter (8.5 × 11 inches [216 × 279 mm]).

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

- Thermal paper
- Coated paper
- Originals with uneven surfaces, such as embossed documents
- Photos
- Originals with wet ink
- Ripped, curled, or wrinkled originals

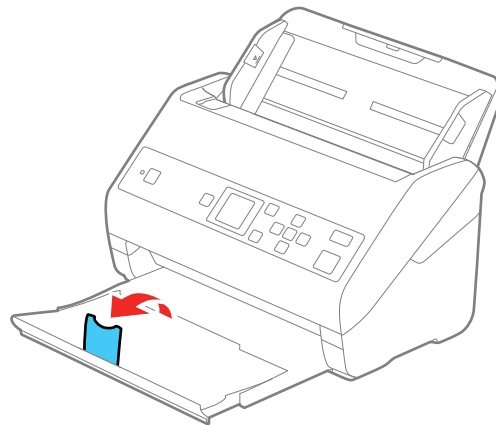
- Originals containing staples or paper clips
- Originals with holes on the bottom of them
- Originals that are bound
- Originals with carbon paper backing
- Transparencies
- Glossy originals
- Carbon-less paper
- Perforated originals
- Originals with labels, stickers, or glue
- Fabric or other non-paper originals

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

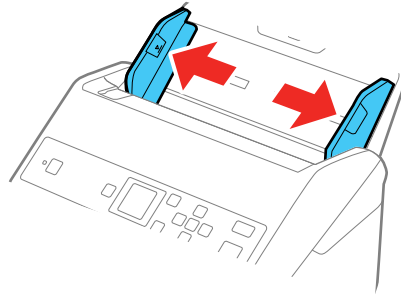
## Loading Plastic and Laminated Cards in the Input Tray

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

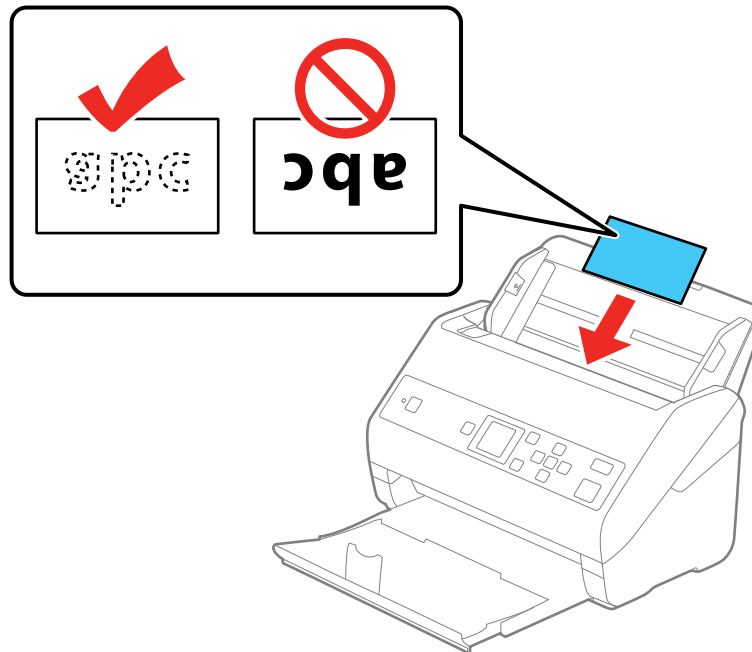
1. Pull out the output tray and open the stopper. Do not pull out the extensions.



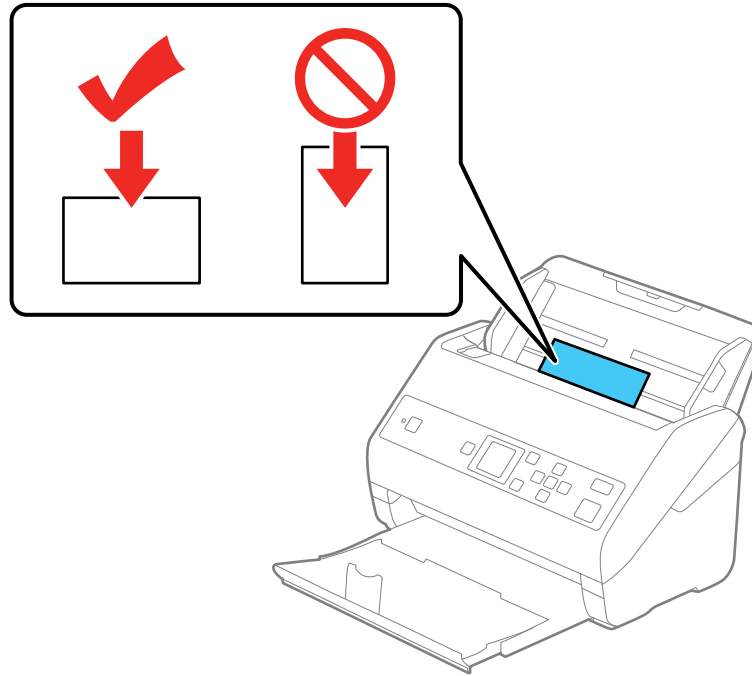
2. Slide the input tray edge guides all the way out.



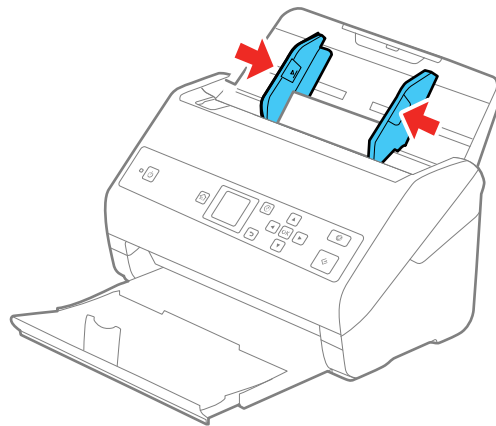
3. Load plastic or laminated cards (printed side down and long edge first) into the input tray horizontally, and slide them in until they meet resistance.



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



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



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

**Note:** If you do not disable the **Detect Double Feed** setting and a double feed error occurs, remove the plastic or laminated card from the input tray and reload it. Press the down arrow button on the control panel, and select **DFDS Function > On** to disable the **Detect Double Feed** setting for the next scan. The DFDS Function setting only disables the **Detect Double Feed** setting for one scan.

[Plastic and Laminated Card Specifications](#)

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

**Related references**

[Plastic and Laminated Card Specifications](#)

**Related topics**

[Scanning](#)

## Plastic and Laminated Card Specifications

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

Paper type	Paper size	Paper thickness	Loading capacity
Plastic cards, embossed (ISO7810 ID-1 compliant)	2.1 × 3.3 inches (54 × 85.6 mm)	0.05 inch (1.24 mm) maximum	1 card (horizontal)
Plastic cards, standard (ISO7810 ID-1 compliant)		0.04 inch (1.1 mm) maximum	5 cards (horizontal)
Laminated cards	4.7 × 5.9 inches (120 × 150 mm) or smaller	0.03 inch (0.8 mm) maximum	1 card

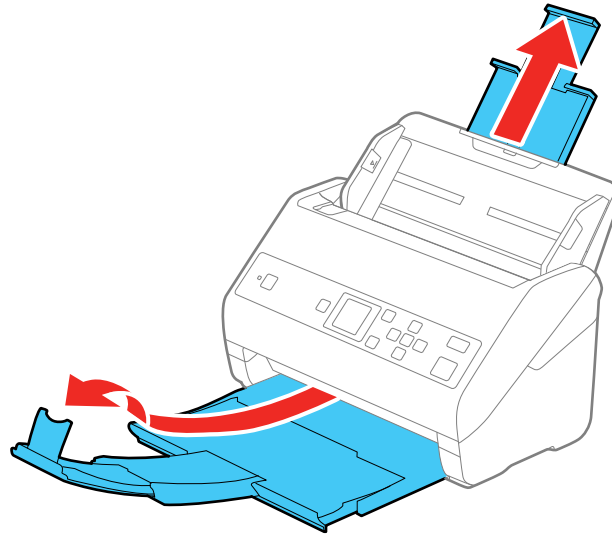
**Note:** Plastic cards with glossy surfaces may not scan properly.

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

## Loading Special Originals

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

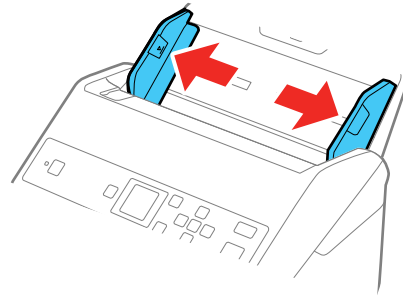
1. Pull up the input tray extension.
2. Pull out the output tray and its extension, and open the stopper.



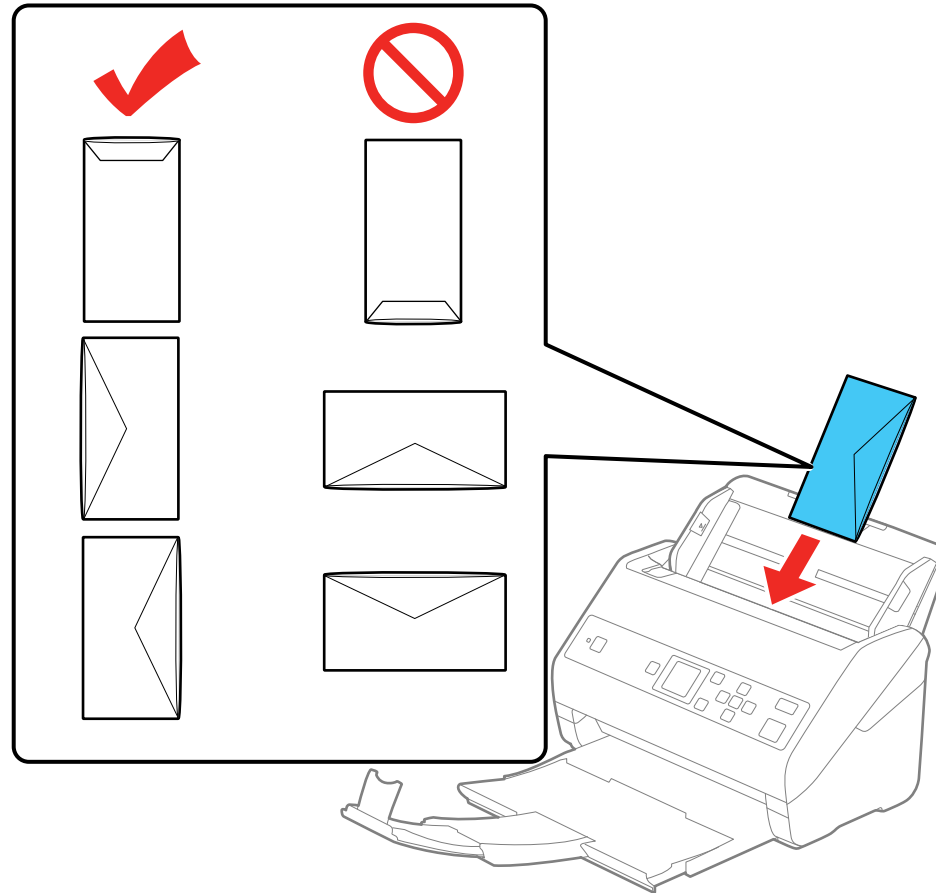
**Note:** If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.



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



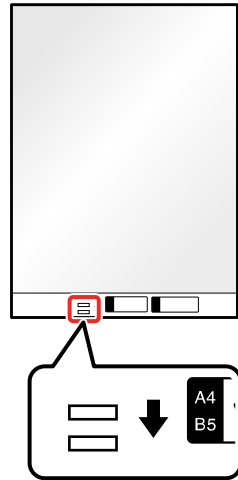
4. Load envelopes vertically in the input tray with the printed side down and the flap facing as shown. Slide in the envelopes until they meet resistance. Skip to step 7.



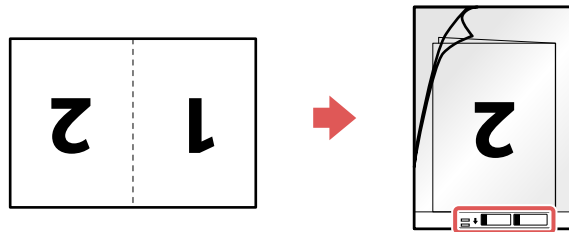
5. Do one of the following to load photos, or folded or irregularly shaped originals using a carrier sheet:

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

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



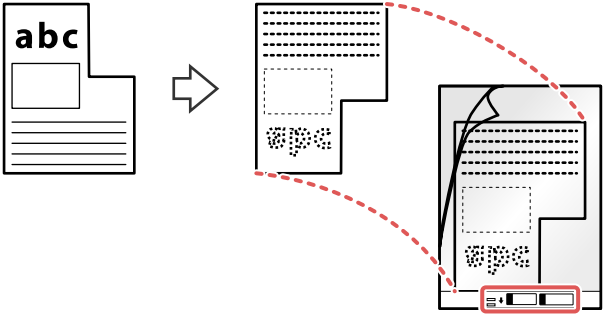
- For a Letter- or A4-size or larger original, fold it as shown and place it in the center of an optional carrier sheet. Make sure the illustration on the front edge of the carrier sheet is facing up.



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

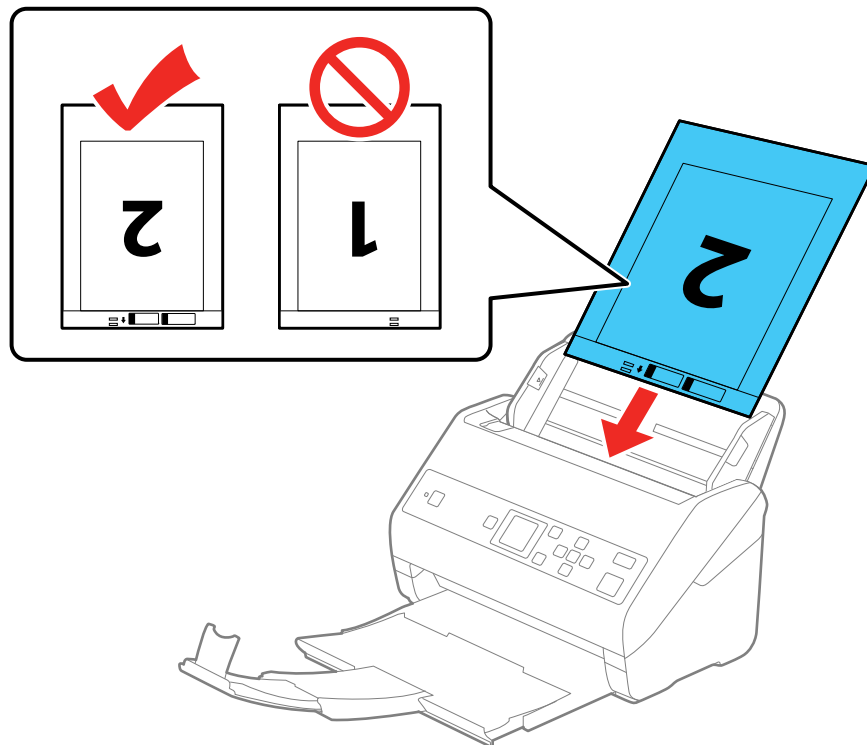
- For a photo or an irregularly shaped original, load it in the center of an optional carrier sheet with the printed side face down. Make sure the illustration on the front edge of the carrier sheet is facing up. If you are loading originals that are 11.7 inches (297 mm) or shorter, place the leading

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

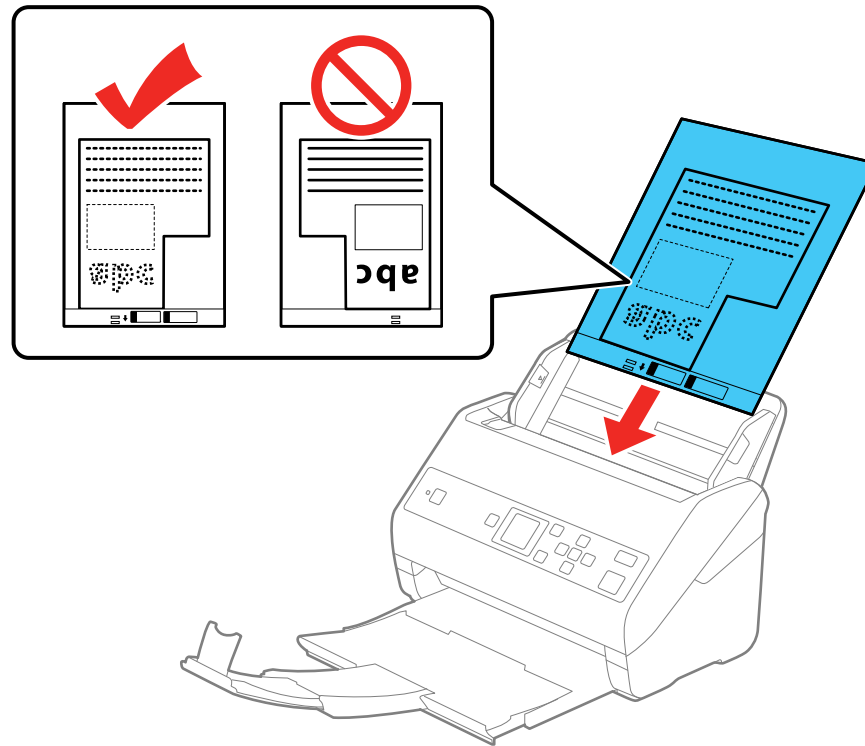


6. Load the carrier sheet in the input tray as shown until it meets resistance.

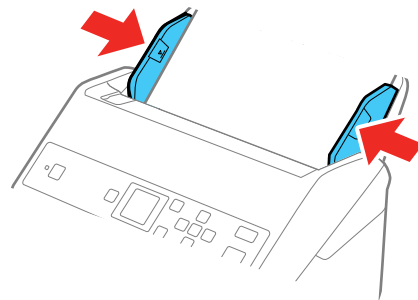
**Folded original**



**Photo or irregularly shaped original**



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



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

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

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

**Note:** 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.

[Special Original Specifications](#)

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

**Related references**

[Special Original Specifications](#)

[User Replaceable Epson Scanner Parts](#)

**Related topics**

[Scanning](#)

## Special Original Specifications

You can load photos, envelopes, or large, thick, or folded originals that meet these specifications in your scanner.

<b>Paper type</b>	<b>Paper size</b>	<b>Paper thickness</b>	<b>Loading capacity</b>
Large originals (plain paper, fine paper, or recycled paper) (load only in a carrier sheet)	Up to this size: A3 (11.7 × 16.5 inches [297 × 420 mm]) B4 (13.9 × 9.84 inches [353 × 250 mm]) Legal (8.5 × 14 inches [216 × 356 mm]); only load above sizes if folded in half Custom sizes up to 17 inches (431.8 mm) wide and 11.7 inches (297 mm) long; originals wider than 8.5 inches (215.9 mm) must be folded in half	0.012 inch (0.3 mm) maximum  (excluding the thickness of the carrier sheet)	10 carrier sheets
Photos (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 inch (0.3 mm) maximum  (excluding the thickness of the carrier sheet)	10 carrier sheets
Envelopes	4.49 × 6.38 inches (114 × 162 mm) 4.33 × 8.66 inches (110 × 220 mm)	0.015 inch (0.38 mm) maximum	10 envelopes
Irregularly shaped originals (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 inch (0.3 mm) maximum  (excluding the thickness of the carrier sheet)	10 carrier sheets

Parent topic: [Loading Special Originals](#)



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# Scanning

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

[Scanning a Document in Epson ScanSmart](#)

[Selecting Epson ScanSmart Settings](#)

[Scanning Using Invoice/Receipt Manager](#)

[Selecting Invoice/Receipt Manager Settings](#)

[Scan Resolution Guidelines](#)


## Scanning a Document in Epson ScanSmart



You can scan and review documents in Epson ScanSmart.

**Note:** The images show Windows screens; Mac screens may be slightly different.

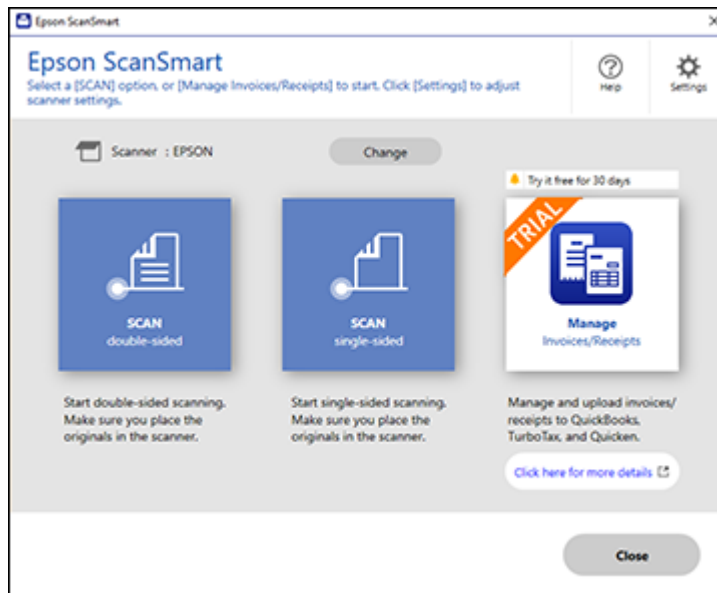
**Note:** Receipt Manager is available for select scanner models. Availability varies by country.

1. Load your original into the scanner.
2. Start the scan by doing one of the following:
  - Press the ↶ start button on the scanner. Epson ScanSmart automatically opens on your computer and the scan job begins. (The default is double-sided scanning.)

**Note:** You can change the scanning button default in the  **Settings** menu.

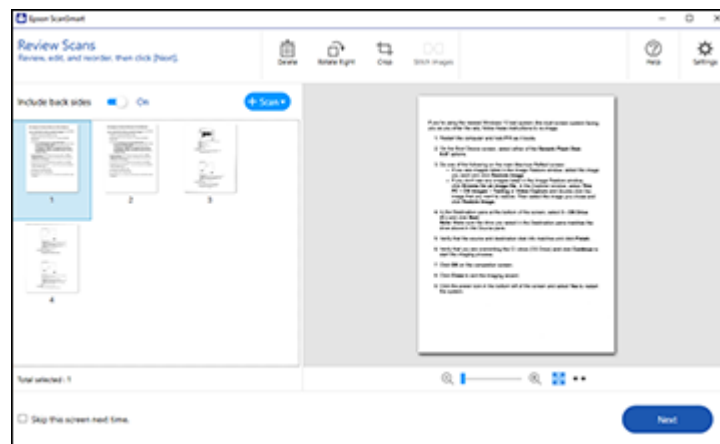
- Open Epson ScanSmart on your computer. Do one of the following:
  - **Windows 10:** Click  > **Epson Software** > **Epson ScanSmart**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson ScanSmart**.
  - **Windows (other versions):** Click  or **Start**, and select **All Programs**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

You see a screen like this:



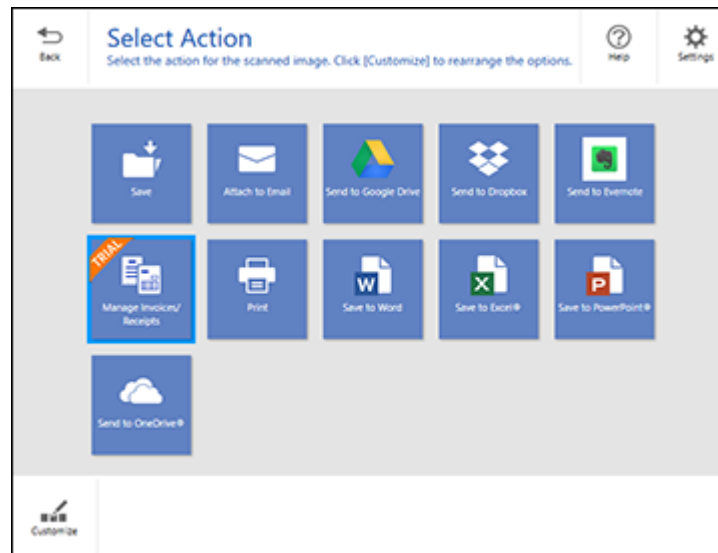
3. Select a scan option.

The scan job begins and your original feeds through the scanner. When scanning is complete, you see a screen like this:



4. You can review, edit, or reorder the scanned images as follows:
  - Select **Scan** to scan more originals.
  - Select **Delete** to delete selected scanned images.
  - Select **Rotate Right** to rotate each scanned image.
  - Select **Crop** to crop the selected image.
  - Select **Stitch Images** to combine two selected images into one image.
  - If you scanned double-sided, select **On** or **Off** for **Include back sides** if you want to keep or discard the back sides of scanned images.
5. When you are finished reviewing the scanned images, click **Next**.

You see a screen like this:



6. Select an option to save, send, or print the scanned images. See the links below.

[Saving a Scan](#)

[Attaching a Scan to Email](#)

[Sending a Scan to a Cloud Service](#)

[Printing a Scan](#)

## Saving a Scan as a Microsoft Office Format File

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

### Related tasks

[Loading Originals in the Input Tray](#)

[Customizing Action Icons](#)

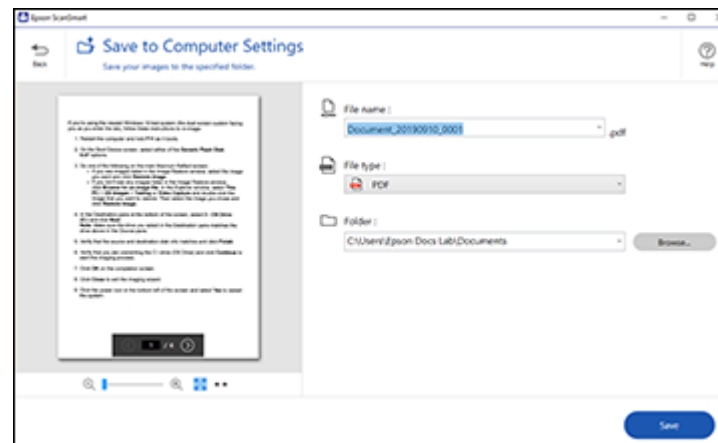
[Changing the Scanner](#)

## Saving a Scan

You can save a scanned image to your computer in a variety of formats.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click **Save**.

You see a screen like this:



3. Change the settings as follows:
  - The document type and scan date for the file name are automatically detected. You can change them as necessary.
  - You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.
  - Select the folder on your computer in which to save the file.

4. Click **Save**.

**Parent topic:** [Scanning a Document in Epson ScanSmart](#)

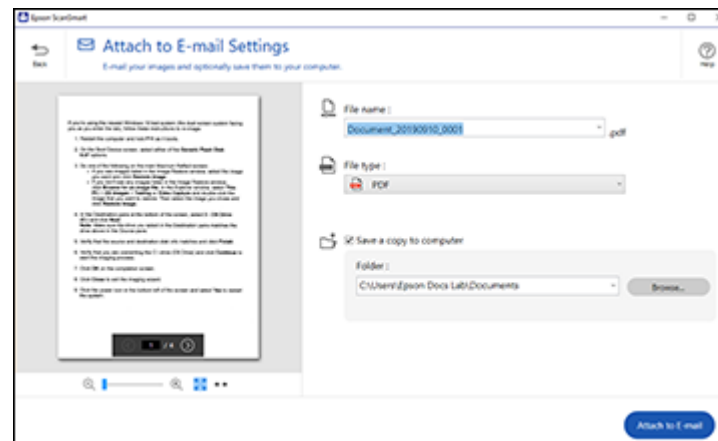
## Attaching a Scan to Email

You can attach a scanned image to an email as a file attachment.

**Note:** Your email app and account settings should be configured before scanning. You must install a MAPI-type email program such as Outlook Express, Windows Live Mail, Entourage, or Mac Mail. Web-based email services such as Gmail are not supported. If you do not have a supported email program, you see an error message.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click **Attach to Email**.

You see a screen like this:



3. Change the settings as follows:
  - The document type and scan date for the file name are automatically detected. You can change them as necessary.
  - You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.

- If you also want to save a copy of the scanned image to your computer, make sure the checkbox is selected and select the folder on your computer in which to save the file.

4. Click **Attach to E-mail**.

Your email program opens with the file attached to a new email.

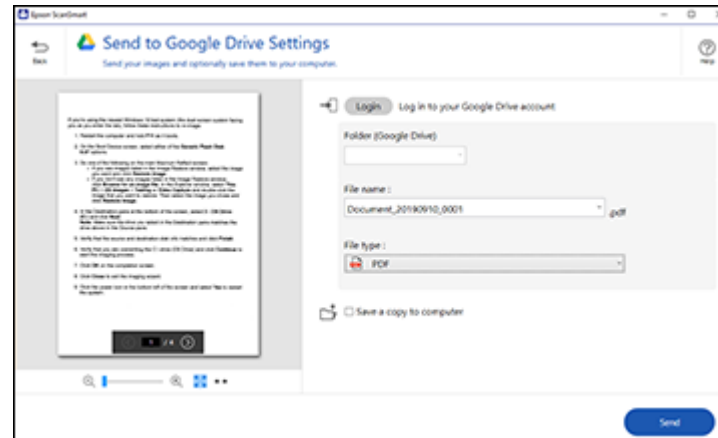
**Parent topic:** [Scanning a Document in Epson ScanSmart](#)

## Sending a Scan to a Cloud Service

You can upload scanned images to a cloud service.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click one of the cloud service send options.

You see a screen like this:



3. Log in to your account.

**Note:** You may need to allow Epson ScanSmart access to your account. The first time you log in, you may be prompted to enter an authentication code.

4. Change the settings as follows:

- Select the folder in your account where you want to send the document.

- The document type and scan date for the file name are automatically detected. You can change them as necessary.
- You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.
- If you also want to save a copy of the scanned image to your computer, click the checkbox.

5. Click **Send**.

**Parent topic:** [Scanning a Document in Epson ScanSmart](#)

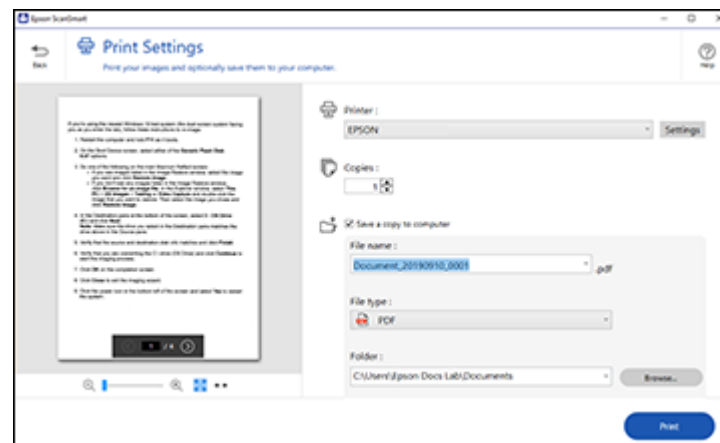
## Printing a Scan

You can print your scanned image and save the scanned file to your computer.

**Note:** Printing scanned images is available only with Epson printers.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click **Print**.

You see a screen like this:



3. Change the settings as follows:
  - Select the Epson printer and change the print settings, if necessary.
  - Select the number of copies you want to print.

- If you also want to save a copy of the scanned image to your computer, click the checkbox.
- The document type and scan date for the file name are automatically detected. You can change them as necessary.
- You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.
- Select the folder on your computer in which to save the file.

4. Click **Print**.

**Parent topic:** [Scanning a Document in Epson ScanSmart](#)

## Saving a Scan as a Microsoft Office Format File

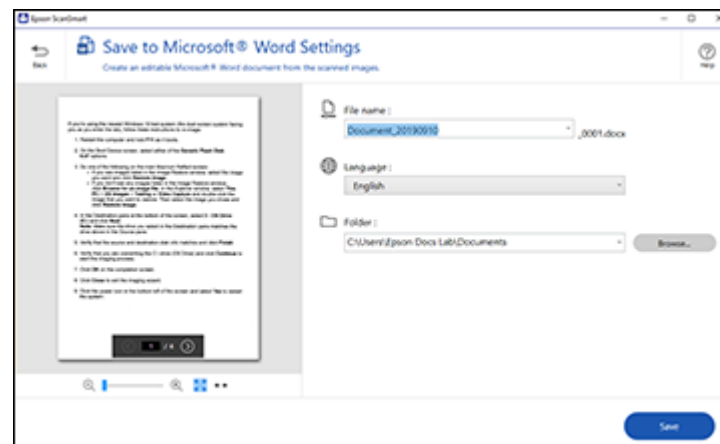
You can save your scans in one of the following editable Microsoft Office file formats: Microsoft Word (.docx), Microsoft Excel (.xlsx), or Microsoft PowerPoint (.pptx).

**Note:** The **Save to PowerPoint** option is only available for Windows.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click one of the save to options.

**Note:** A first-time prompt may appear asking you to download a Microsoft Office plug-in. Click **Yes** and follow any on-screen instructions.

You see a screen like this:





3. Change the settings as follows:
  - The document type and scan date for the file name are automatically detected. You can change them as necessary.
  - Select the OCR language (the default is English).
  - Select the folder on your computer in which to save the file.
4. Click **Save**.

**Parent topic:** [Scanning a Document in Epson ScanSmart](#)

## Selecting Epson ScanSmart Settings

After starting Epson ScanSmart, you can change various scanning settings.

[Changing the Scanner](#)

[Changing the Scan Settings](#)

[Changing the File Name Settings](#)

[Changing the Save Settings](#)

[Save Settings](#)

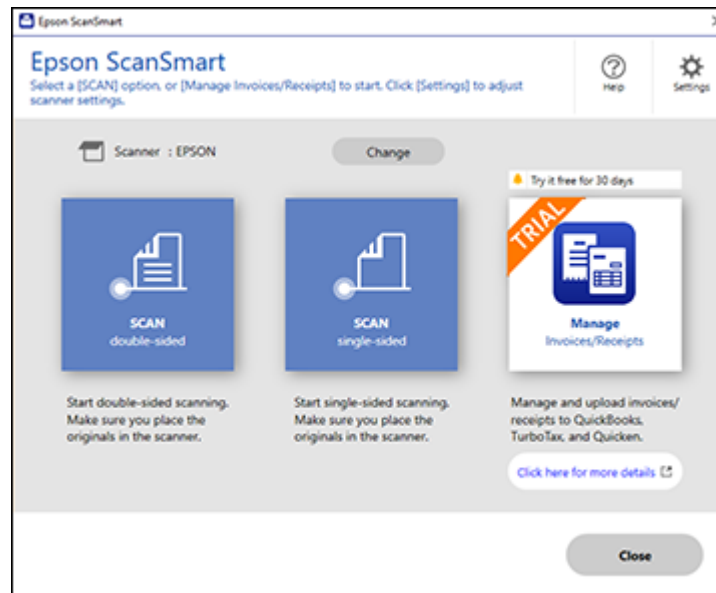
[Customizing Action Icons](#)

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

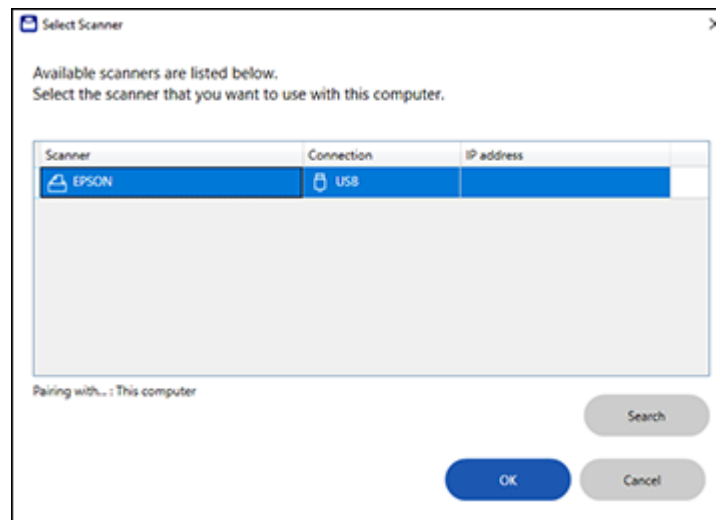
## Changing the Scanner

If you are using more than one scanner, you can change the scanner that you are using with your computer.

1. On the main Epson ScanSmart screen, click **Change**.



You see a screen like this:



2. Select the scanner you want to use with your computer and click **OK**.

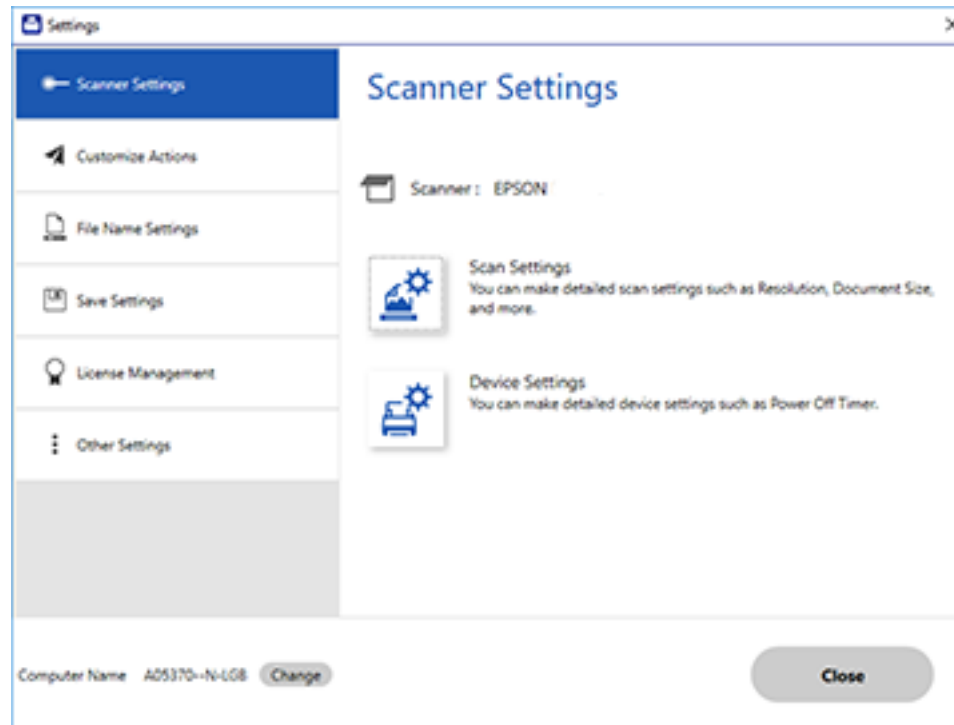
**Parent topic:** [Selecting Epson ScanSmart Settings](#)

## Changing the Scan Settings

You can change detailed scan settings such as the resolution, document size, and more.

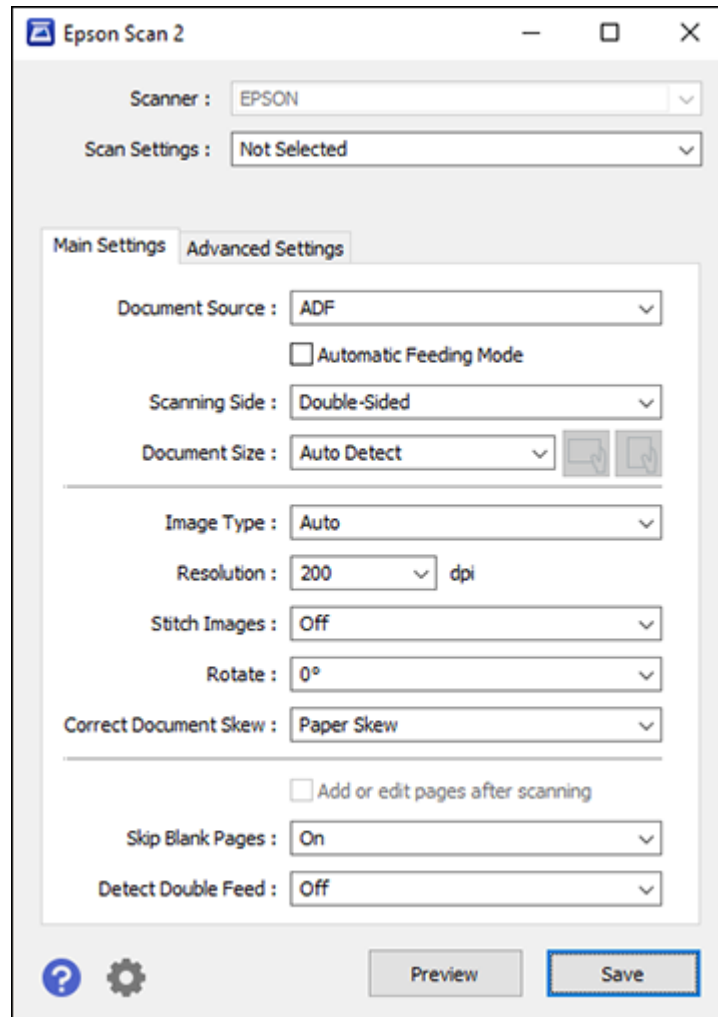
1. Click the  **Settings** button.

You see a screen like this:



2. On the **Scanner Settings** tab, click **Scan Settings**.

You see a screen like this:



3. Change the settings as necessary and click **Save**.

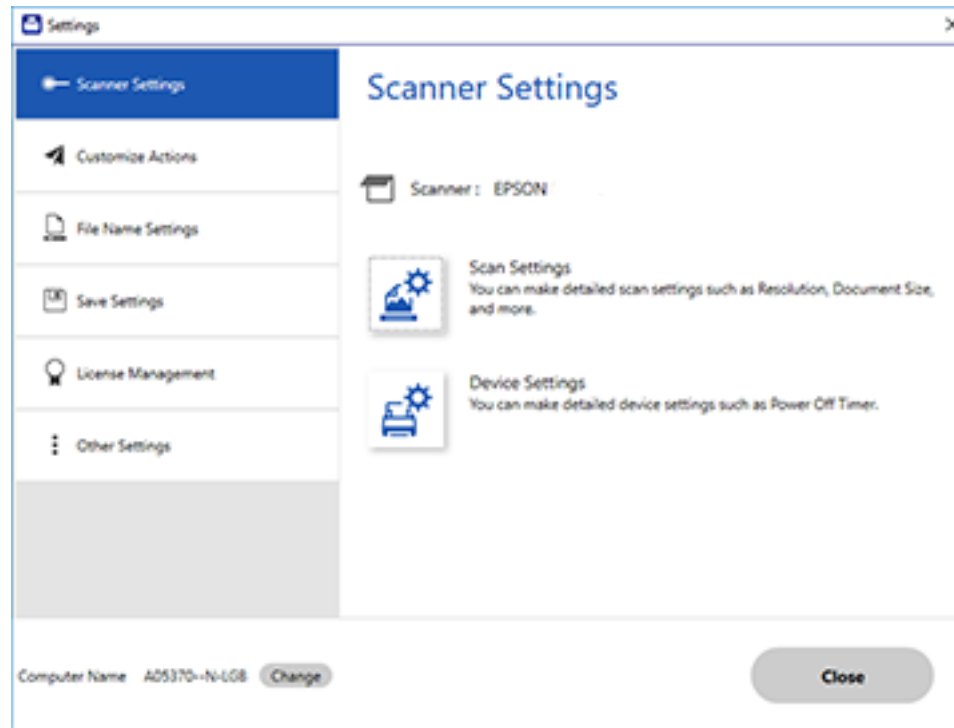
**Parent topic:** [Selecting Epson ScanSmart Settings](#)

## Changing the File Name Settings

You can change the default file naming method for your scans.

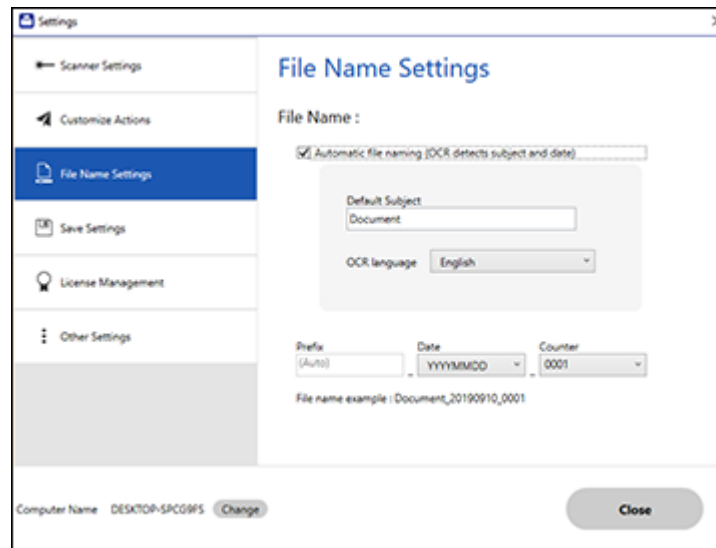
1. Click the  **Settings** button.

You see a screen like this:



2. Click the **File Name Settings** tab.

You see a screen like this:



3. Change the settings as necessary:

- Make sure the **Automatic file naming** checkbox is selected if you want OCR to automatically detect the subject and date and add them to the file name. You can enter a default file name that will be used if OCR cannot detect the subject.
- Select the OCR language.
- Select the date format.

4. Click **Close**.

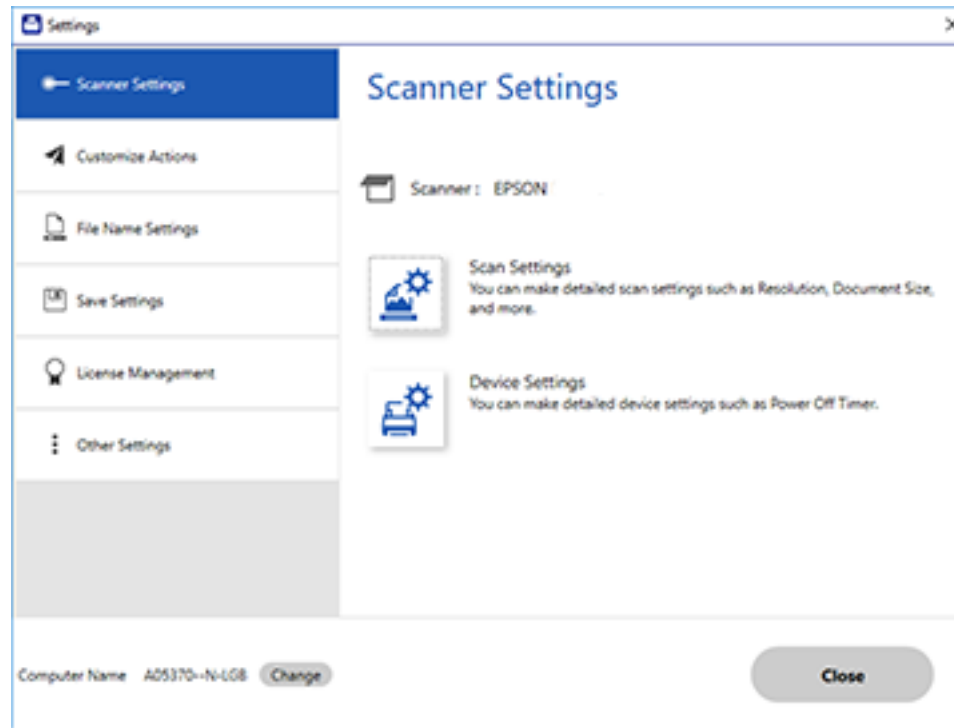
**Parent topic:** [Selecting Epson ScanSmart Settings](#)

## Changing the Save Settings

You can change the file type options for saving your scans.

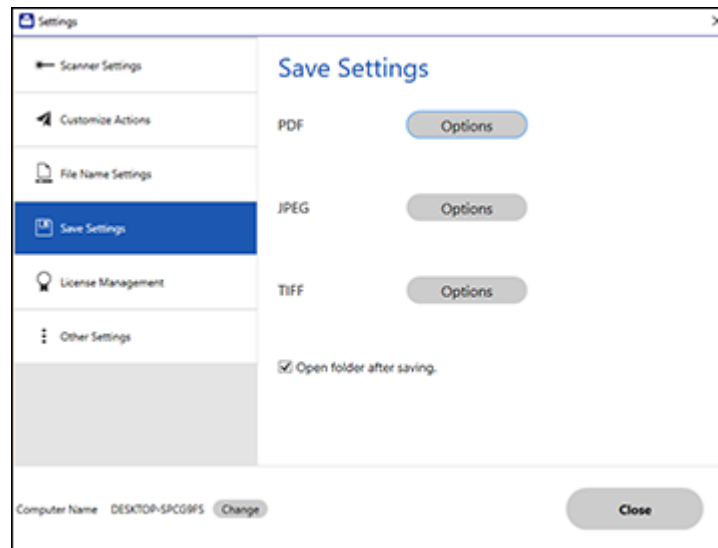
1. Click the  **Settings** button.

You see a screen like this:



2. Click the **Save Settings** tab.

You see a screen like this:



3. Click **Options** for a file format and change the settings as necessary.

**Note:** If you want the folder to open after the file is saved, click the checkbox.

4. Click **Close**.

**Parent topic:** [Selecting Epson ScanSmart Settings](#)

## Save Settings

You can change the settings for how scanned images are saved as PDFs or JPEGs.

### PDF Options



Setting	Options	Description
<b>General</b>	<b>Generate PDF/A File</b>	Creates a PDF that conforms to PDF/A-1 standards
	<b>Create file with all pages</b>	Saves all pages as one file
	<b>Compression Level</b>	Selects the compression level for color or grayscale images
<b>Security</b>	<b>Open File Password</b>	Set a password to open the file
	<b>Protect Property Settings</b>	Sets a password to protect file properties and allows for restrictions on file editing and printing

### JPEG Options

Setting	Options	Description
<b>Image Quality Options</b>	—	Sets a compression level by moving a slider or entering a value. File size increases when high resolution is selected.
<b>Encoding</b> (Windows only)	<b>Standard</b>	Images load from top to bottom in a web browser. It takes longer to load the entire image.
	<b>Progressive</b>	Images first load completely at low resolution and then adjust to high resolution in a web browser
<b>Embed ICC Profile</b> (Windows only)	—	Allows you to add ICC profiles to the image

### TIFF Options

Setting	Options	Description
<b>Byte Order</b>	<b>Windows</b> <b>Macintosh</b>	Specifies the operating system format in which the scanned image is saved

Setting	Options	Description
<b>Compression</b> (Windows only)	—	Specifies the compression format and level for Color/Grayscale and B&W images. File size increases with higher quality.
<b>Embed ICC Profile</b> (Windows only)	—	Allows you to add ICC profiles to the image

Parent topic: [Selecting Epson ScanSmart Settings](#)

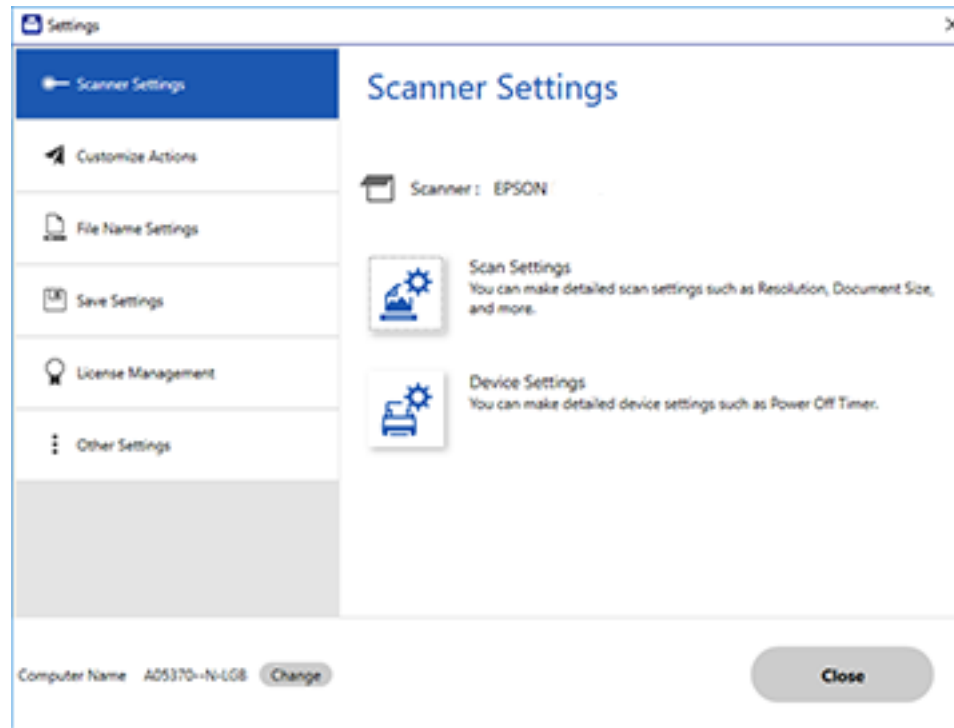
## Customizing Action Icons

You can customize how the scan action icons are displayed on the **Select Action** screen.

**Note:** You can also customize them by clicking the **Customize** icon on the **Select Action** screen.

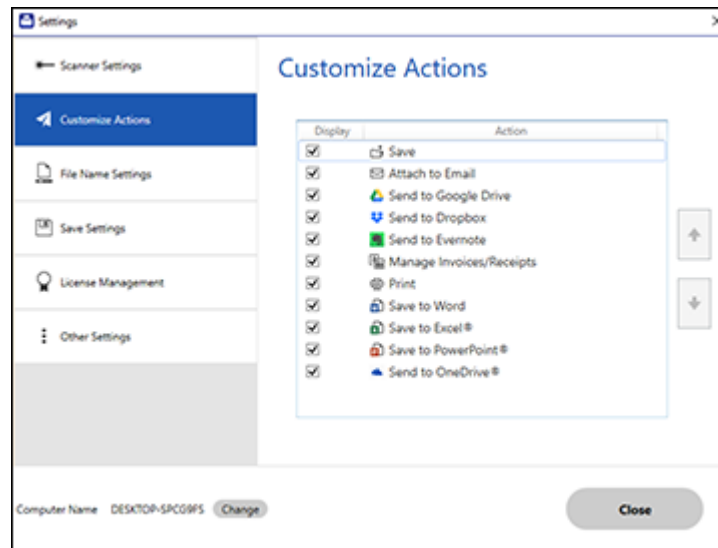
1. Click the  **Settings** button.

You see a screen like this:



2. Click the **Customize Actions** tab.

You see a screen like this:



3. Choose which action icons to display by selecting or deselecting each checkbox. Click the arrow icons to move the icons up or down in the display order you want.
4. Click **Close**.

**Parent topic:** [Selecting Epson ScanSmart Settings](#)

## Scanning Using Invoice/Receipt Manager

See these sections to activate Invoice/Receipt Manager software and start scanning invoices and receipts.

[Starting a Free Trial](#)

[Activating Invoice/Receipt Manager](#)

[Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

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

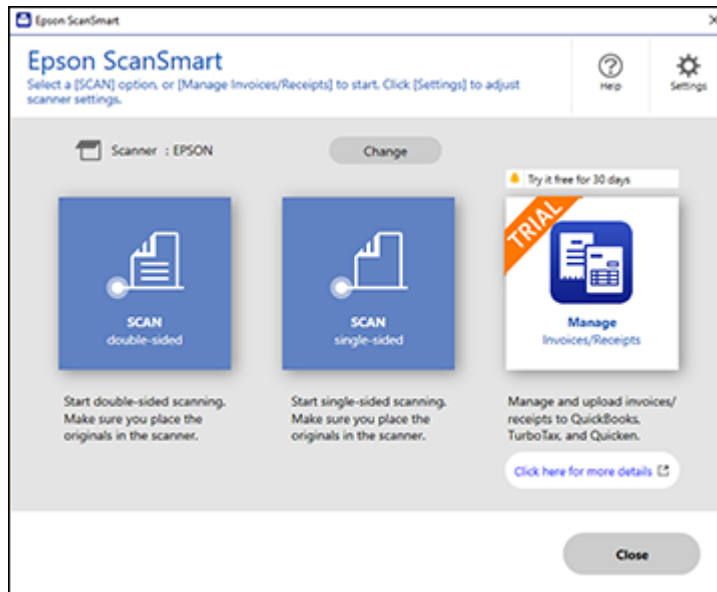
**Related references**

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

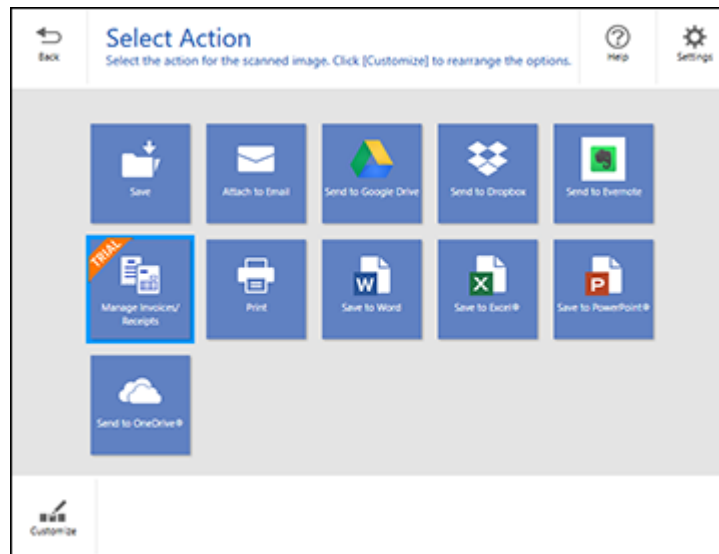
## Starting a Free Trial

You can start a 30-day free trial of Invoice/Receipt Manager.

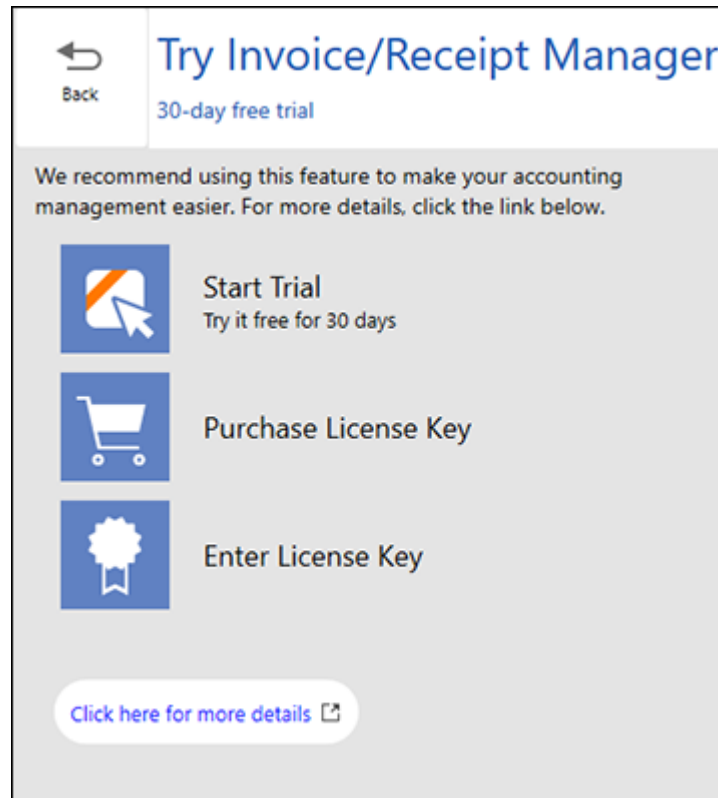
1. Do one of the following to start your free trial:
  - Click the **Manage Invoices/Receipts** trial icon on the main Epson ScanSmart screen.



- Click the **Manage Invoices/Receipts** trial icon on the **Select Action** screen.

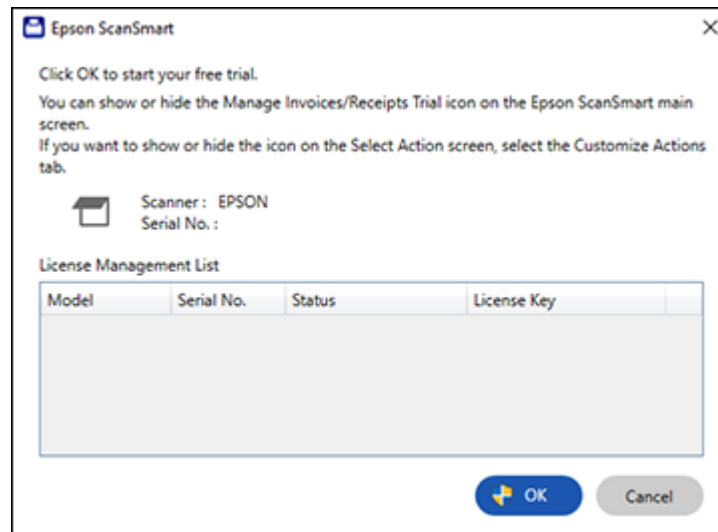


2. Select **Start Trial**.

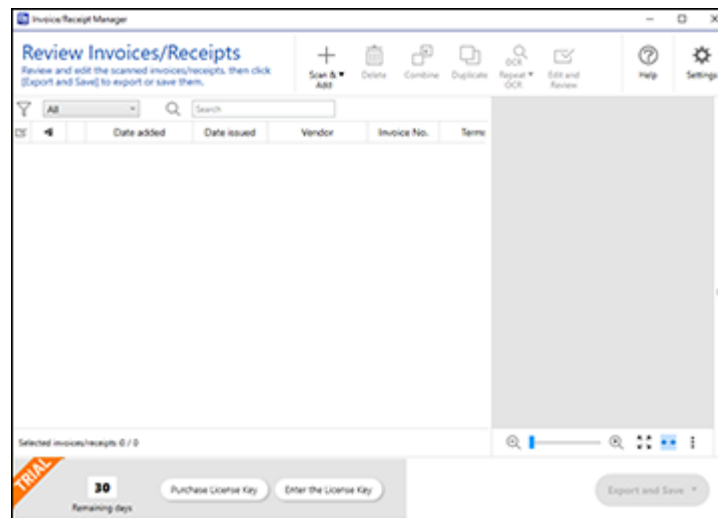


**Note:** If you are ready to purchase a license key now, click **Purchase License Key**. The Epson product page opens in your web browser. Complete the checkout process and make sure you enter a valid email address where the license key will be sent to you. When you receive the license key, click **Enter License Key** and enter it on the screen that appears, then click **Activate**. You can also click the link below for instructions on activating Invoice/Receipt Manager from the Settings menu.

3. Make sure the scanner and serial number listed match your product and click **OK**.



4. Invoice/Receipt Manager opens and you can begin using its features.






When the 30-day trial expires, you can purchase a license key to continue using Invoice/Receipt Manager features.

[Hiding the Invoice/Receipt Manager Trial Icons](#)

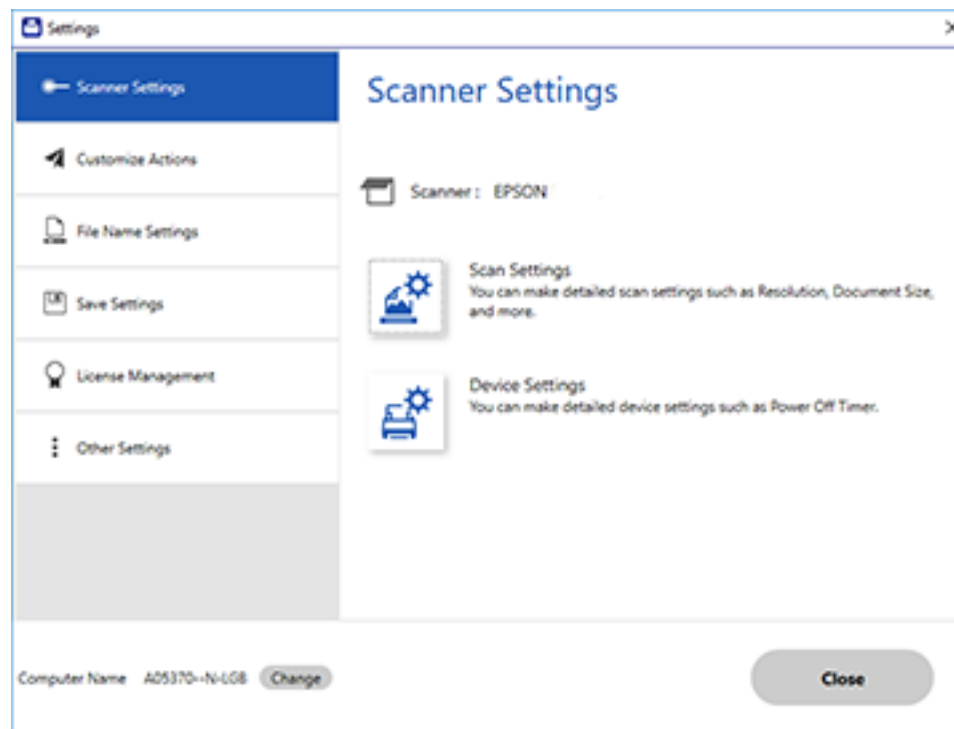
**Parent topic:** [Scanning Using Invoice/Receipt Manager](#)

### Hiding the Invoice/Receipt Manager Trial Icons

You can hide the Invoice/Receipt Manager trial icons from the Epson ScanSmart screens.

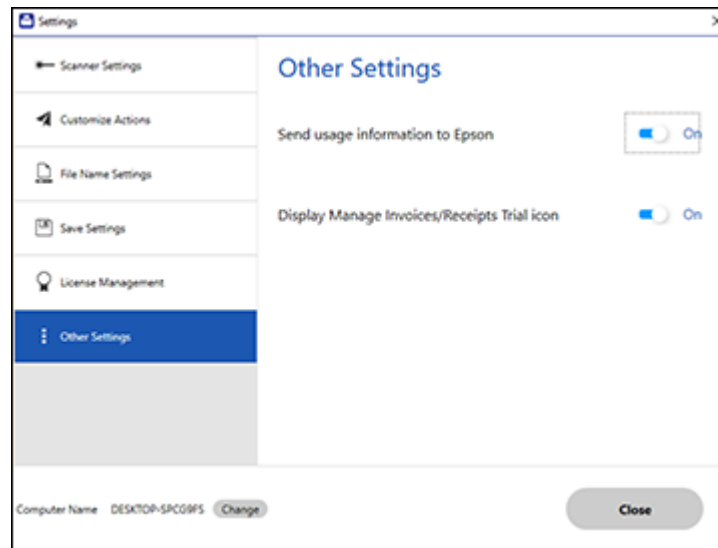
1. Click the  **Settings** button in Epson ScanSmart.

You see a screen like this:



2. Click the **Other Settings** tab.

You see a screen like this:



3. Click the **Display Manage Invoices/Receipts icon** toggle button to hide or display the trial icon on the main Epson ScanSmart screen.

**Note:** You can also hide or display the trial icon from the **Select Action** screen on the **Customize Actions** tab.


4. Click **Close**.

**Parent topic:** [Starting a Free Trial](#)

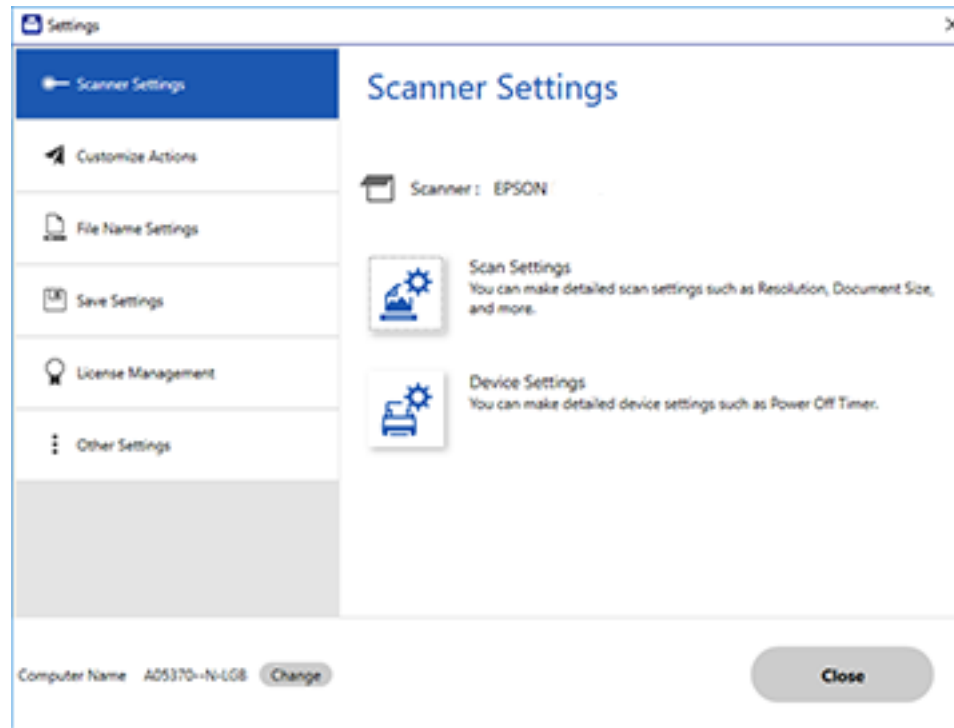
## Activating Invoice/Receipt Manager

You can purchase a license key to activate Invoice/Receipt Manager. An internet connection is required.

**Note:** The license key can only activate one scanner.

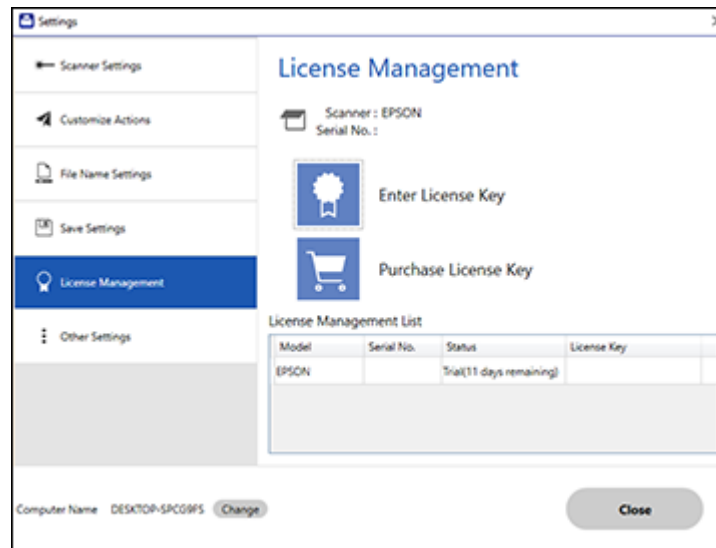
1. Click the  **Settings** button in Epson ScanSmart.

You see a screen like this:



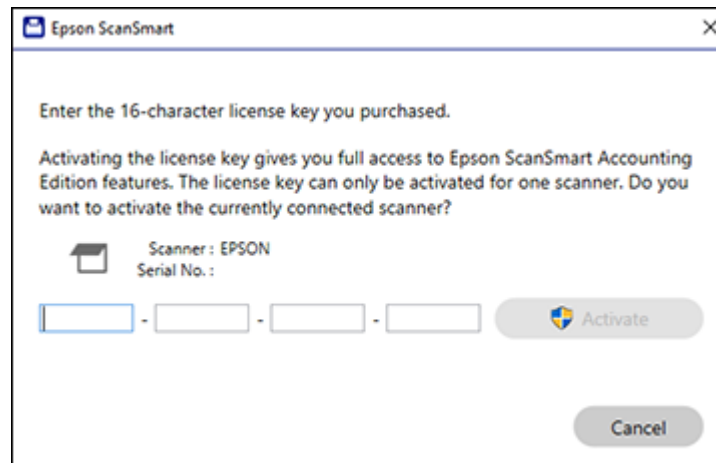
2. Click the **License Management** tab.

You see a screen like this:



3. To purchase a new license key, click **Purchase License Key**.  
The Epson product page opens in your web browser where you can purchase the license key. If you already have a license key, go to step 4.
4. Make sure the scanner you want to activate the license key for is displayed at the top of the screen.
5. Click **Enter License Key**.

You see a screen like this:



6. Enter the license key you purchased and click **Activate**.
  7. Click **Yes** on the next screen (Windows only).
  8. When you see a message indicating that activation was successful, click **OK**.
- The activated scanner and license key appear in the License Management List.

**Parent topic:** [Scanning Using Invoice/Receipt Manager](#)

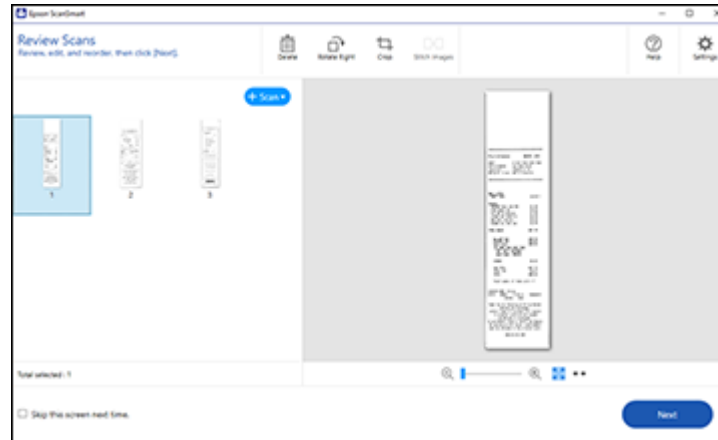
## Scanning Invoices and Receipts and Using Invoice/Receipt Manager

You can scan invoices and receipts and manage the data in Invoice/Receipt Manager.

**Note:** Invoice/Receipt Manager is available for select scanner models. Availability varies by country.

1. Load your original invoices or receipts into the scanner.
2. Press the ↻ start button on the scanner.

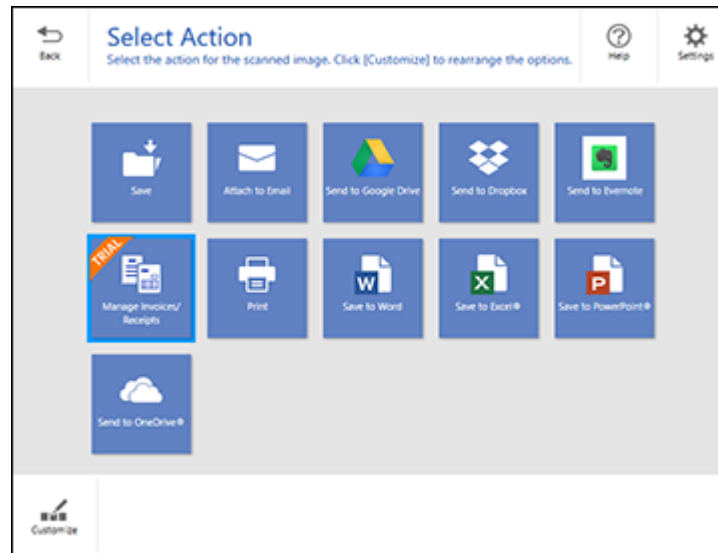
Epson ScanSmart automatically opens on your computer and the scan job begins. The invoices or receipts feed through the scanner. When scanning is complete, you see a screen like this:



**Note:** You can also click **Manage Invoices/Receipts** from the main Epson ScanSmart screen to open Invoice/Receipt Manager and begin scanning invoices and receipts.

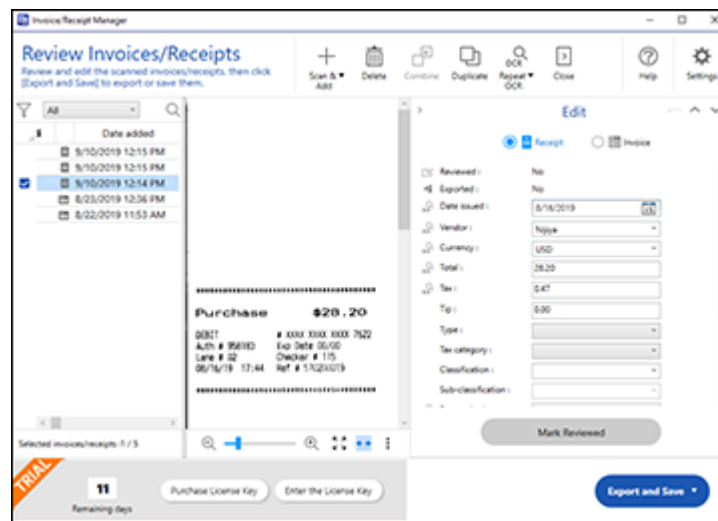
3. You can review or reorder the scanned images as follows:
  - Select **Scan** to scan more receipts.
  - Select **Delete** to delete selected scanned images.
  - Select **Rotate Right** to rotate scanned images.
  - Select **Crop** to crop the selected image.
  - Select **Stitch Images** to combine two selected images into one image.
  - If you scanned double-sided, select **On** or **Off** for **Include back sides** if you want to keep or discard the back sides of scanned images.
4. When you are finished reviewing the scanned images, click **Next**.

You see a screen like this:



5. Click **Manage Invoices/Receipts**.

You see a screen like this:



**Note:** If you are using the trial version of Invoice/Receipt Manager, you must click **Continue Trial** each time you click **Manage Invoices/Receipts**.

6. In the **Edit** window, review the data against the scanned image and make sure it is correct. You can also choose the following options:
  - Select **Scan & Add** to scan more invoices or receipts.
  - Select **Delete** to delete selected scanned images. Make sure the blue checkboxes are selected for the invoices or receipts you want to delete.
  - Select **Combine** to combine invoice or receipt data. Make sure the blue checkboxes are selected for the invoices or receipts you want to combine.

**Note:** You cannot separate invoices or receipts once they are combined. You must delete and re-scan them if you need to separate them.

- Select **Duplicate** to duplicate invoices or receipts. You can only duplicate one invoice or receipt at a time. Make sure the invoice or receipt you want to duplicate is selected.
- Select **Repeat OCR** and select a language if the data fields were not populated.

**Note:** Some fields may need to be entered manually.

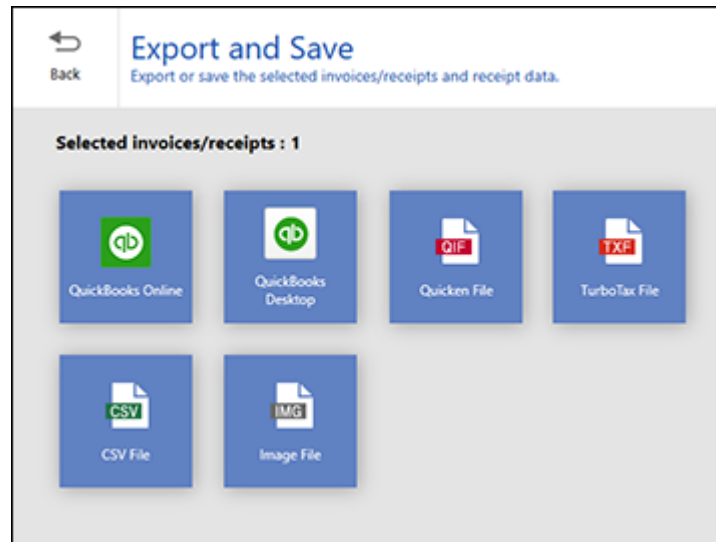
7. When you are finished reviewing the data for the first invoice or receipt, click **Mark Reviewed**. The next invoice or receipt appears and you can review the data. Repeat for each invoice or receipt.

**Note:** Make sure the blue checkboxes are selected for the invoices or receipts you want to export or save.

8. When you have finished reviewing data for all invoices or receipts, click **Export and Save**.



You see a screen like this:



9. Select an option. See the links below.

[Exporting Invoices or Receipts to QuickBooks Online](#)

[Exporting Invoices or Receipts to QuickBooks Desktop](#)

[Saving or Exporting Receipts to Quicken](#)

[Saving Receipt Data as a TurboTax File](#)

[Saving Invoice or Receipt Data as a CSV File](#)

[Scanning Invoices or Receipts as an Image File](#)

**Parent topic:** [Scanning Using Invoice/Receipt Manager](#)

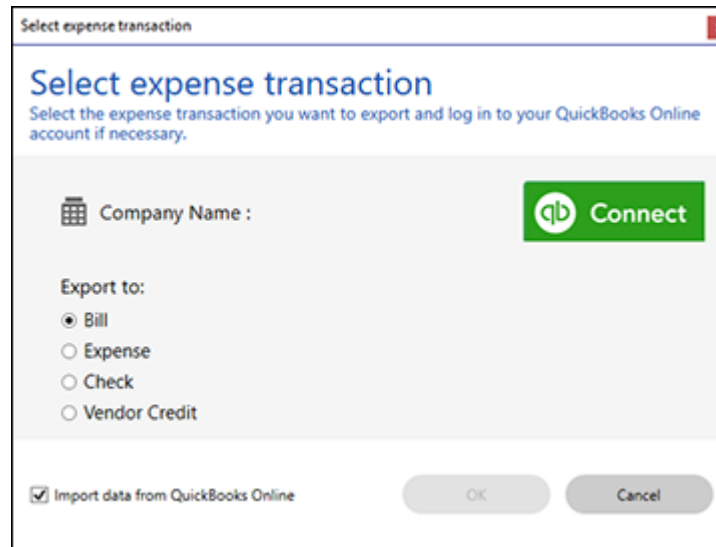
### **Exporting Invoices or Receipts to QuickBooks Online**

You can export invoice or receipt data to QuickBooks Online.

**Note:** Make sure you have a current QuickBooks account and your login information is available.

1. Make sure your invoices or receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **QuickBooks Online**.

You see a screen like this:



3. Click **Connect** and enter your QuickBooks Online information.
4. Select the expense transaction you want to export the data to and click **OK**.

**Note:** If you want to import data such as vendors, categories, or payment methods from QuickBooks Online into Invoice/Receipt Manager, select the checkbox.

The invoice or receipt data is exported to QuickBooks Online.

**Parent topic:** [Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

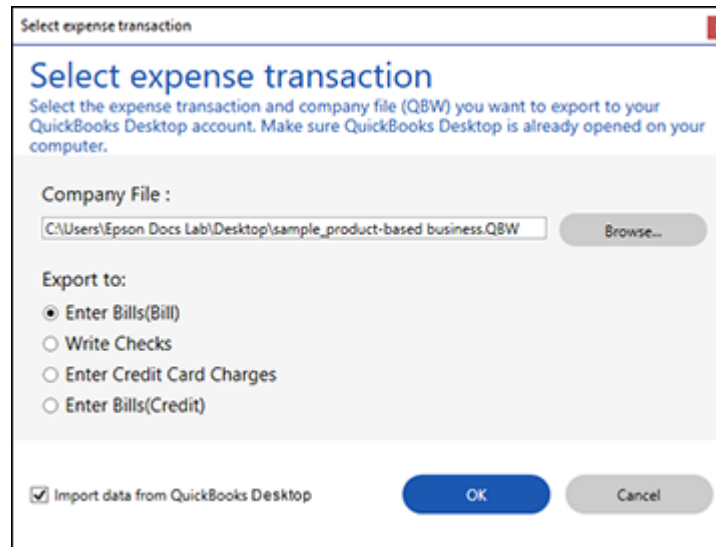
### Exporting Invoices or Receipts to QuickBooks Desktop

You can export invoice or receipt data to QuickBooks Desktop (Windows only).

**Note:** Make sure the QuickBooks Desktop software is installed and opened on your computer.

1. Make sure your invoices or receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **QuickBooks Desktop**.

You see a screen like this:



3. Click **Browse** and select the QBW company file that you want to export the data to.

**Note:** The QBW company file must already be created.

4. Select the expense transaction you want to export the data to and click **OK**.

**Note:** If you want to import data such as vendors or payment methods from QuickBooks Desktop into Invoice/Receipt Manager, select the checkbox.

The invoice or receipt data is exported to QuickBooks Desktop.

**Parent topic:** [Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

### **Saving or Exporting Receipts to Quicken**

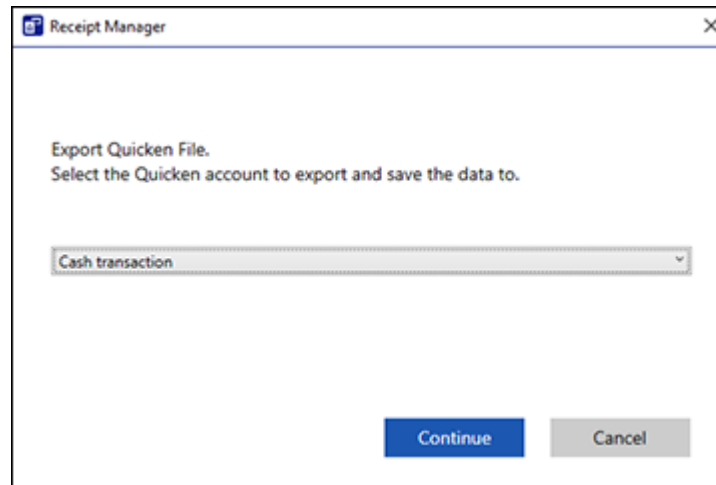
You can save receipt data as a QIF file or export it for use in Quicken.

**Note:** Invoice data cannot be saved or exported in Quicken.

1. Make sure your receipts are scanned and reviewed. See the link below.

2. In the **Export and Save** window, click **Quicken File**.

You see a screen like this:



3. Do one of the following:
  - Select **Cash transaction** and click **Continue** to save the receipt data as a QIF file.
  - Select **Select the Quicken account** and click **Continue** to export the receipt data to a QIF file previously saved on your computer.

The scanned receipt data is saved or exported.

**Parent topic:** [Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

### **Saving Receipt Data as a TurboTax File**

You can save receipt data as a TurboTax file.

**Note:** Invoice data cannot be saved or exported in TurboTax.

1. Make sure your receipts are scanned and reviewed. See the link below.

**Note:** The tax category needs to be selected for each receipt to be recognized by TurboTax.

2. In the **Export and Save** window, click **TurboTax File**.

3. Save the file as a TXF file to your computer.

**Parent topic:** [Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

### Saving Invoice or Receipt Data as a CSV File

You can save invoice or receipt data as a CSV file to use in a spreadsheet program such as Microsoft Excel.

1. Make sure your invoices or receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **CSV File**.
3. Choose the folder on your computer where you want to save the CSV file.

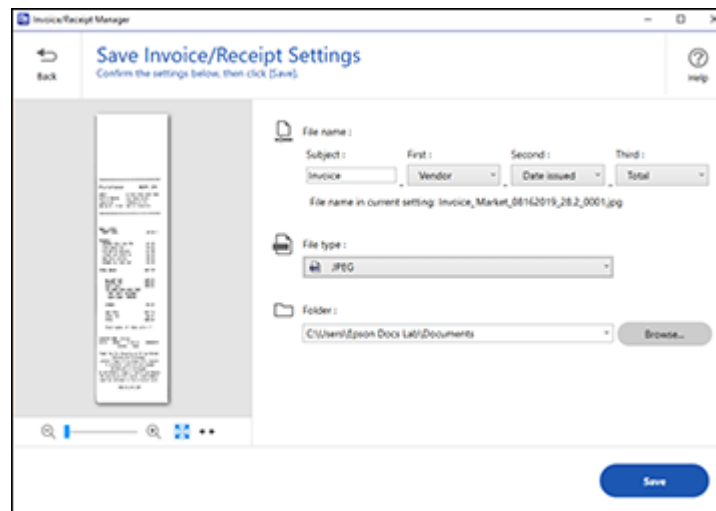
**Parent topic:** [Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

### Scanning Invoices or Receipts as an Image File

You can save scanned invoices or receipts as an image file.

1. Make sure your invoices or receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **Image File**.

You see a screen like this:



3. Review the file naming fields, select the file type (JPEG or PDF), select the destination folder, and click **Save**.

Parent topic: [Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

## Selecting Invoice/Receipt Manager Settings

After starting Invoice/Receipt Manager, you can export or import the database and change various settings.

[Exporting or Importing the Invoice/Receipt Database](#)

[Changing Column Settings](#)

[Changing Currency and Language Settings](#)

[Importing Categories from QuickBooks or Quicken](#)

Parent topic: [Scanning](#)

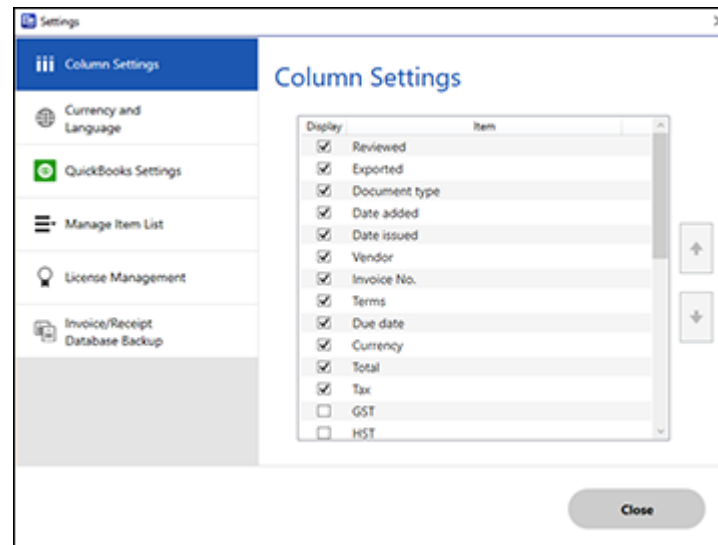
## Exporting or Importing the Invoice/Receipt Database

You can export or import the invoice/receipt database. This is useful if you change computers.

**Note:** Make sure each computer has the same version of Epson ScanSmart installed.

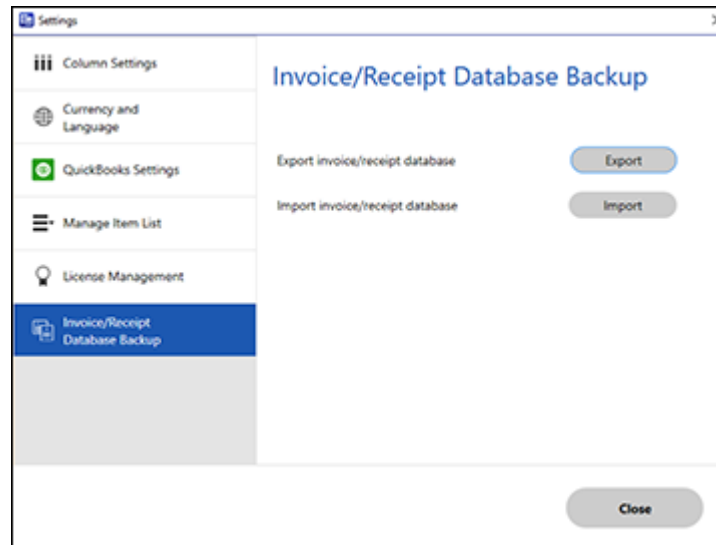
1. Click the  **Settings** button in Invoice/Receipt Manager.

You see a screen like this:



2. Select the **Invoice/Receipt Database Backup** tab.

You see a screen like this:



3. Choose one of these options:
  - Click **Export** to export the invoice/receipt database. A file is created that can be saved to a folder on your computer.
  - Click **Import** to import an invoice/receipt database. Choose the file that was created when you exported the database. The current database is overwritten.
4. Click **Close**.

**Parent topic:** [Selecting Invoice/Receipt Manager Settings](#)

#### **Related tasks**

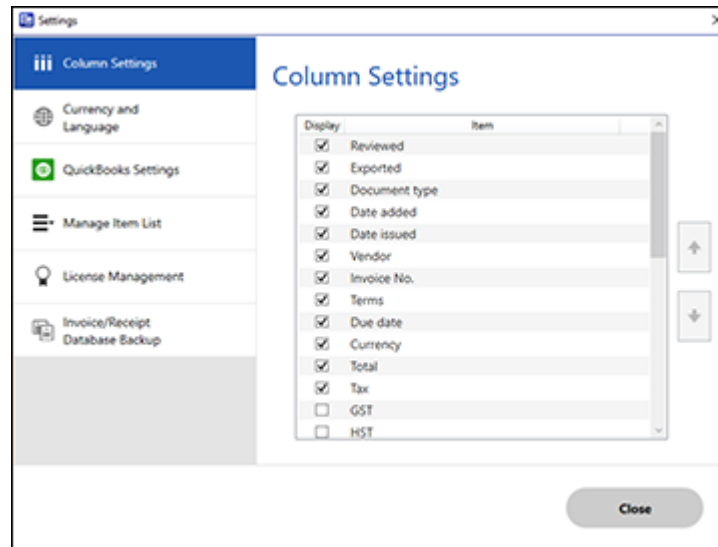
[Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

## **Changing Column Settings**

You can choose which columns are displayed in the receipt list.

1. Click the  **Settings** button in Invoice/Receipt Manager.

You see a screen like this:



2. Choose which columns to display by selecting or deselecting each checkbox. Click the arrow icons to move the items up or down in the display order you want.
3. Click **Close**.

**Parent topic:** [Selecting Invoice/Receipt Manager Settings](#)

**Related tasks**

[Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

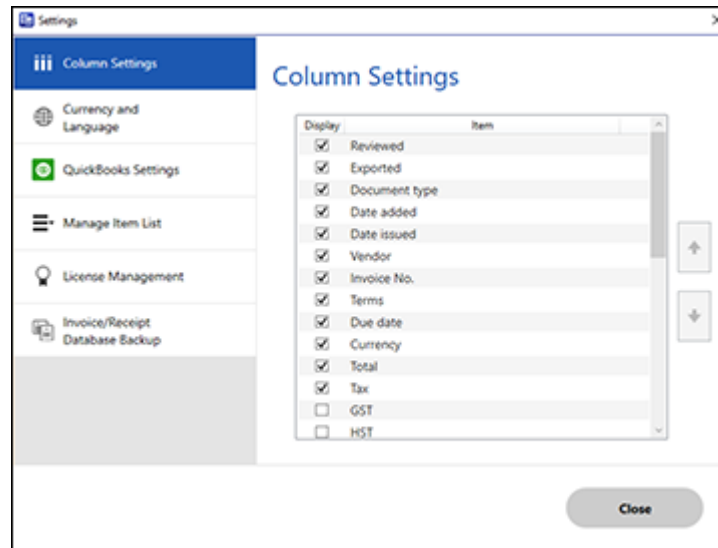
## Changing Currency and Language Settings

You can change the currency and OCR language for data in Invoice/Receipt Manager.

1. Click the  **Settings** button in Invoice/Receipt Manager.

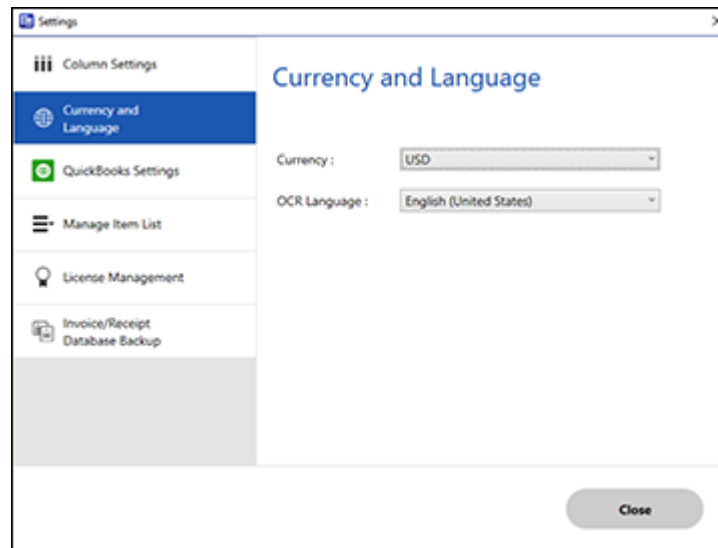


You see a screen like this:



2. Click the **Currency and Language** tab.

You see a screen like this:



3. Select a currency type and OCR language.
4. Click **Close**.

**Parent topic:** [Selecting Invoice/Receipt Manager Settings](#)

**Related tasks**

[Scanning Invoices and Receipts and Using Invoice/Receipt Manager](#)

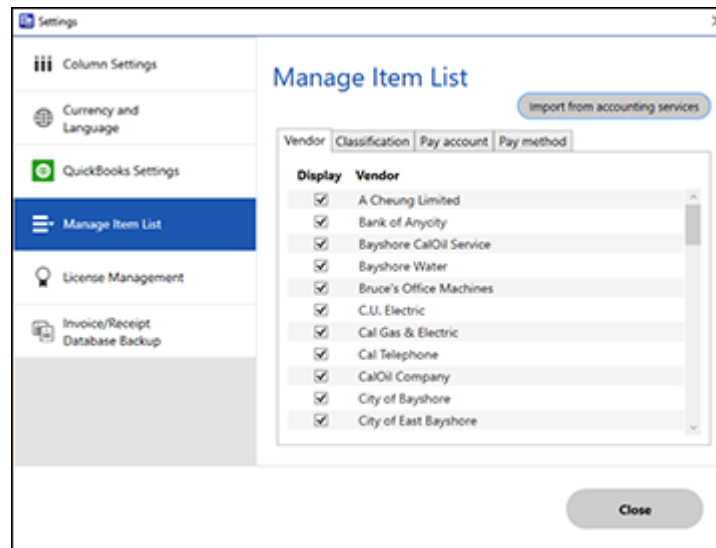
## Importing Categories from QuickBooks or Quicken

You can import categories from QuickBooks Online, QuickBooks Desktop, or Quicken to use in Invoice/Receipt Manager.

1. Click the  **Settings** button in Invoice/Receipt Manager.



You see a screen like this:



3. Click **Import from accounting services**.
4. Select one of the import options and follow the on-screen instructions.
5. Click the checkboxes for the categories that you want to be displayed in the Invoice/Receipt Manager Edit window and click **Close**.

**Note:** Imported items depend on the selected accounting service.

**Parent topic:** [Selecting Invoice/Receipt Manager Settings](#)

## Scan Resolution Guidelines

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

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

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

- You will scan the image at its original size but enlarge it later in an image-editing program.  
Increase the resolution setting in your scanning software. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the resolution setting to 600 dpi.
- You will scan the image at 100% or smaller size.  
Select the resolution setting based on how you will use the scanned image:
  - Email/view on a computer screen/post on the web: 96 to 200 dpi
  - Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi
- You will scan a long original.  
Scan paper up to 240 inches (6096 mm) in length with a maximum resolution of 300 dpi or less.

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

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## Using the Optional Flatbed Scanner Dock - Windows

The optional flatbed scanner dock combines your document scanner with a flatbed scanner into a single unit. This allows you to scan thick or over-sized originals, such as cardboard and books, that won't fit into the document scanner's ADF.

You must purchase a flatbed scanner (Epson Perfection V19/V39) to use the optional flatbed scanner dock. To attach the flatbed scanner and dock to your document scanner, follow the installation instructions that came with your flatbed scanner dock.

See these sections to learn about the flatbed scanner dock option.

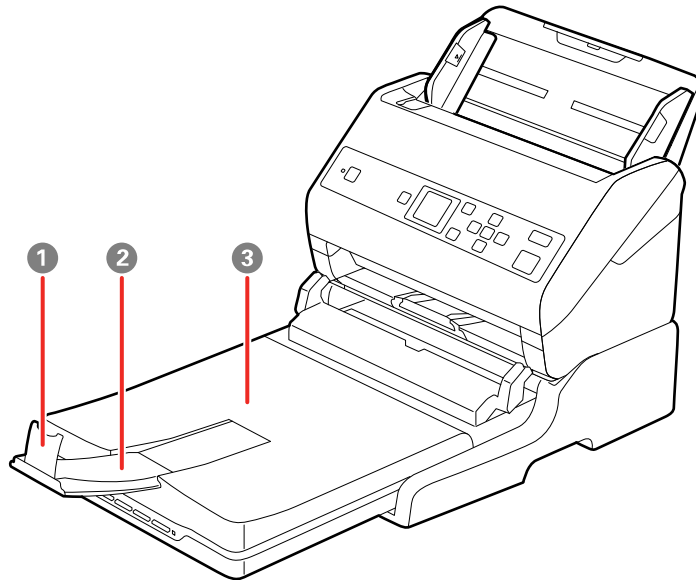
[Flatbed Scanner Dock Parts](#)

[Scanning from the Flatbed Scanner Dock](#)

[Cleaning the Flatbed Scanner Dock](#)

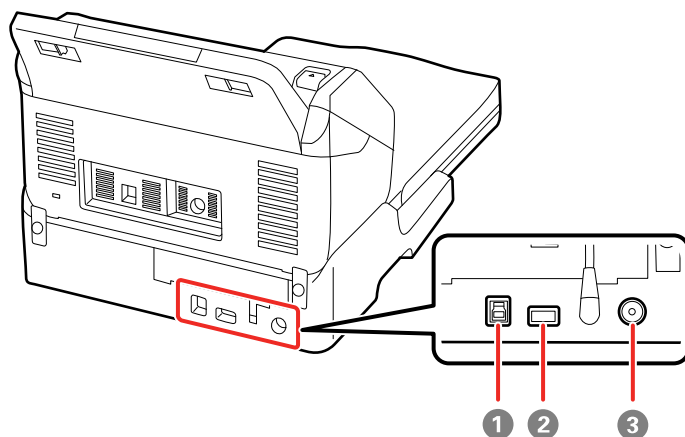
[Transporting the Flatbed Scanner Dock](#)

### Flatbed Scanner Dock Parts



1 Stopper

- 2 Output tray extension
- 3 Scanner cover/output tray



- 1 USB port 1 (for connecting flatbed dock to computer)
- 2 USB port 2 (for connecting flatbed dock to document scanner)
- 3 Power inlet

**Parent topic:** [Using the Optional Flatbed Scanner Dock - Windows](#)

## Scanning from the Flatbed Scanner Dock

See these sections to scan when using the optional flatbed scanner dock.

[Scanning from the Docked Flatbed Scanner](#)

[Scanning from the ADF with the Flatbed Scanner Dock Attached](#)

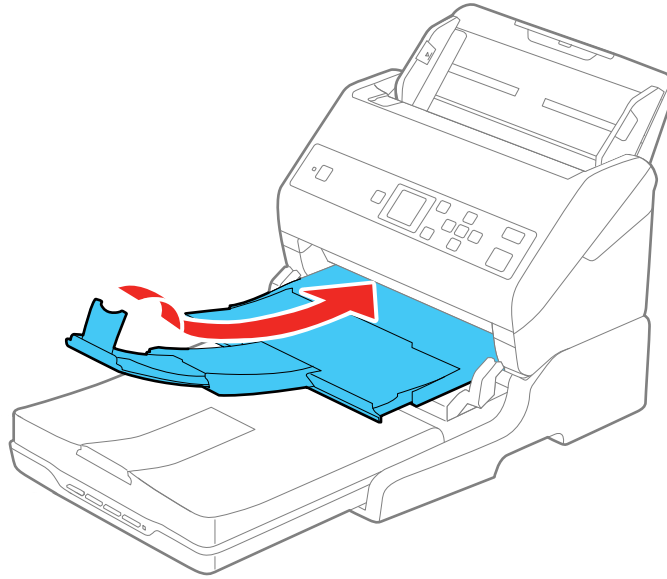
**Parent topic:** [Using the Optional Flatbed Scanner Dock - Windows](#)

## Scanning from the Docked Flatbed Scanner

You can place originals directly on the scanner glass of the flatbed scanner attached to the optional flatbed scanner dock.

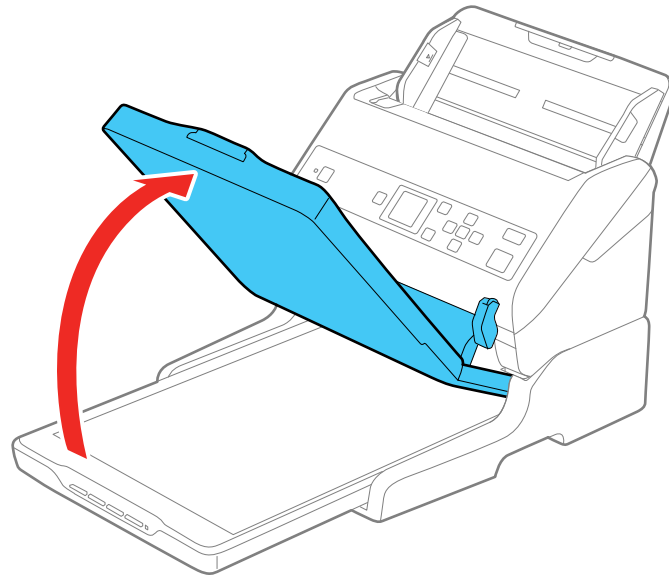
**Caution:** Make sure the scanner is placed on a flat surface. Do not place heavy objects on the scanner glass and do not press on the glass with too much force, or it may damage the scanner. Do not leave photos on the scanner glass for an extended period, or they may stick to the glass.

1. Close the document scanner's output tray.

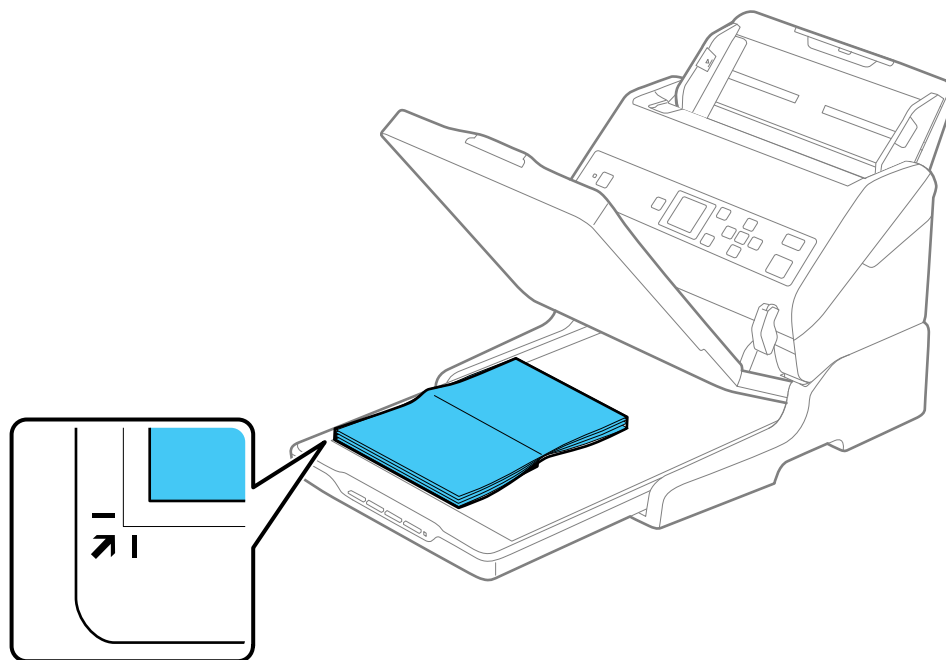




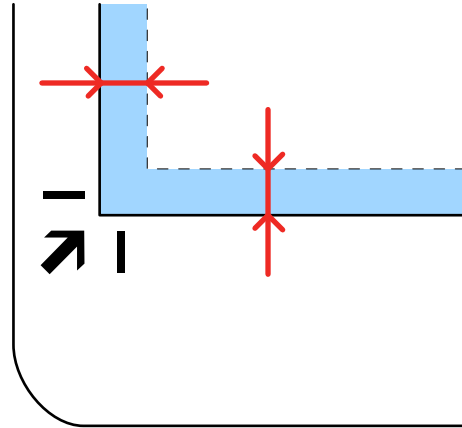
2. Open the flatbed scanner cover.



3. Place your original facedown on the scanner glass with the top edge facing as shown. Slide the original to the edges of the indicated corner.



**Note:** Place your original 0.1 inch (2.5 mm) from the top and side edges of the scanner glass as shown in order to avoid cropping. If you are scanning multiple photos at once, place them at least 0.8 inch (20 mm) apart from each other.



4. Close the flatbed scanner cover gently to keep your original in place. If you are scanning a book or other thick document, hold the scanner cover down as you scan.
5. Start Epson Scan 2.
6. Select **Scanner Glass** as the Document Source setting.
7. Select other scan settings as necessary.
8. Click **Scan**.

**Parent topic:** [Scanning from the Flatbed Scanner Dock](#)

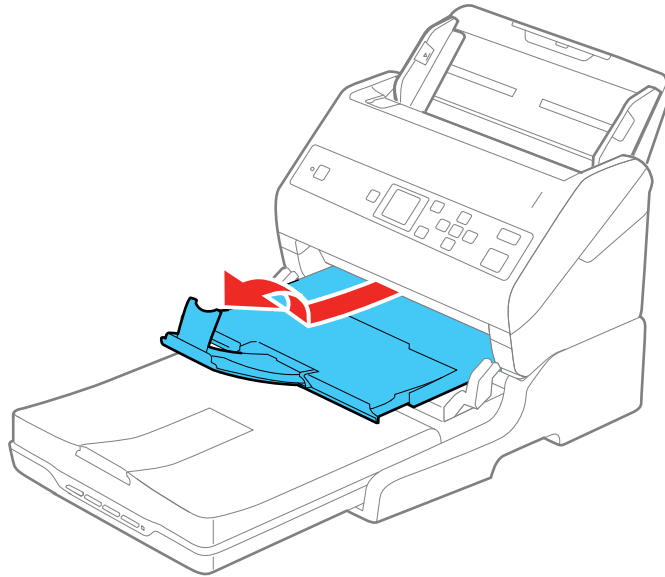
## Scanning from the ADF with the Flatbed Scanner Dock Attached

Depending on the length of your originals, you may need to adjust the position of the input tray, output tray, and stopper when scanning from the document scanner's ADF with the optional flatbed scanner dock attached.

For originals shorter than 8.2 inches (210 mm) long:

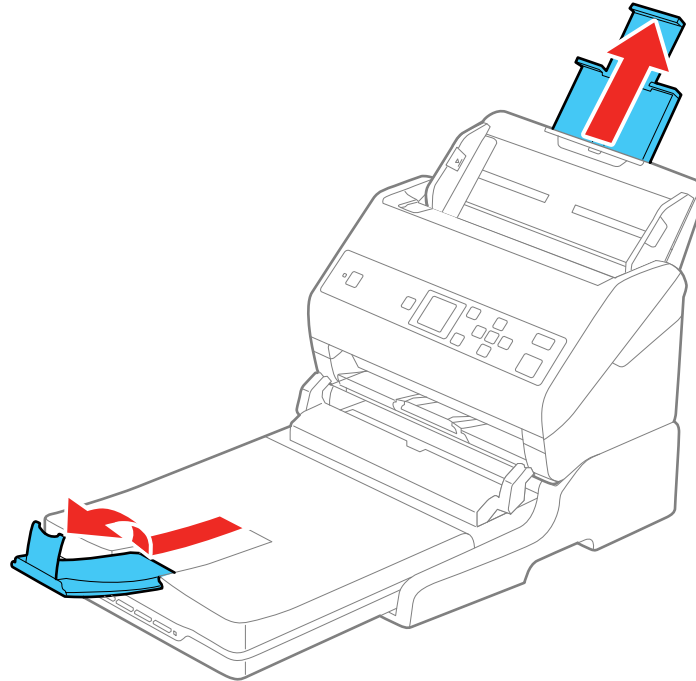
- Pull out the scanner's output tray and output tray extension and open the stopper.

- Extend the output tray a little longer than the length of the original and move the stopper forward or backward as necessary.



For originals between 8.2 inches (210 mm) and 11.7 inches (297 mm) long:

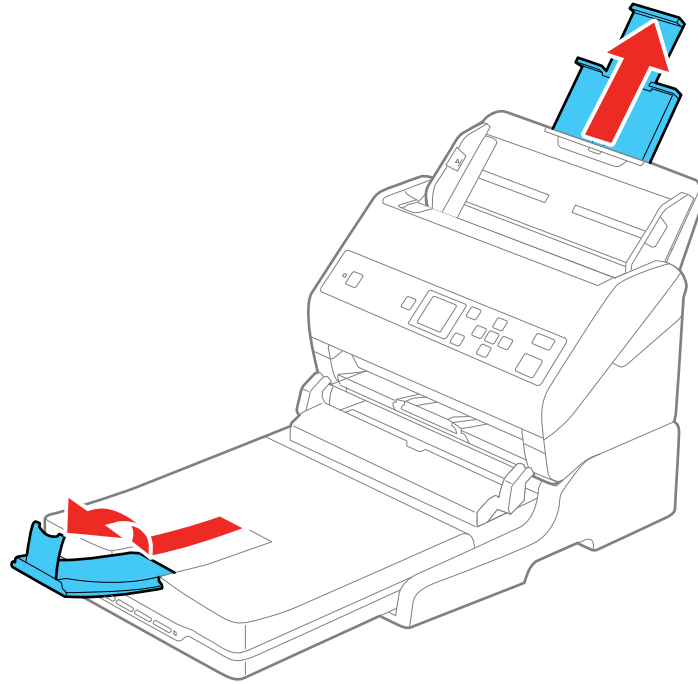
- Extend the document scanner's input tray, open the scanner dock's stopper, and slide the stopper forward or backward so that it is a little longer than the length of the original. (Do not open the output tray on the document scanner.)



For originals between 11.7 inches (297 mm) and 14 inches (356 mm) long:

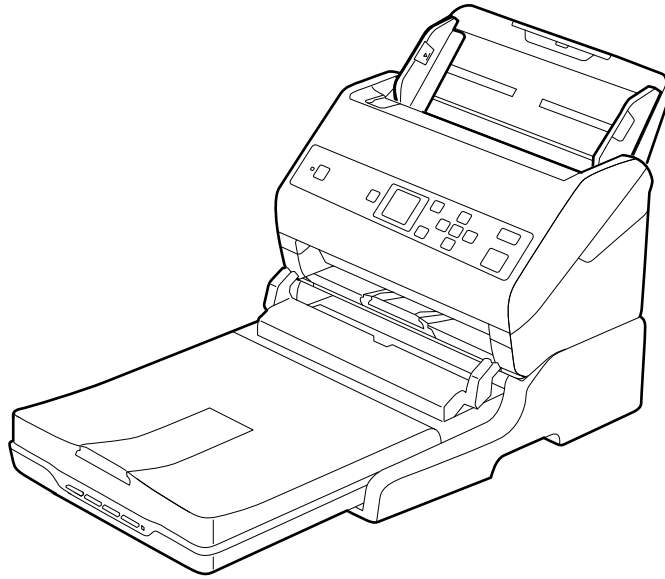
- Extend the document scanner's input tray, pull out the scanner dock's output tray and output tray extension, and open the stopper.

- Extend the output tray a little longer than the length of the original and move the stopper forward or backward as necessary.



For originals that are 14 inches (356 mm) or longer:

- Leave the document scanner's output tray closed and close the scanner dock's stopper.



**Parent topic:** [Scanning from the Flatbed Scanner Dock](#)

## Cleaning the Flatbed Scanner Dock

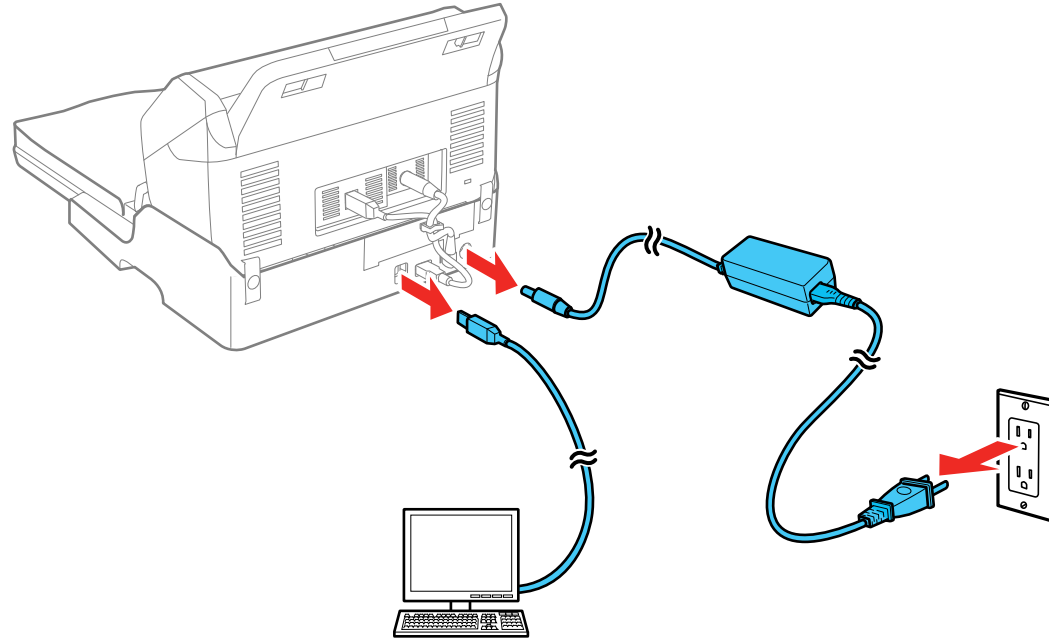
To keep your product working at its best, you should clean it several times a year.

**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 case.

1. Turn off the document scanner using the  power button.

**Note:** There is no power button on the scanner dock.

2. Unplug the AC power cord and disconnect the USB cable that connects the flatbed scanner dock to the computer.



3. Clean the outer case with a cloth dampened with mild detergent and water.
4. If the scanner glass is dirty, clean it with a soft dry cloth. If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner on a soft cloth to remove it. Wipe off all remaining liquid.

**Caution:** Do not spray glass cleaner directly on the scanner glass. Do not press the surface of the scanner glass with any force and be careful not to scratch or damage the scanner glass. A damaged glass surface can decrease the scan quality.

Parent topic: [Using the Optional Flatbed Scanner Dock - Windows](#)

## Transporting the Flatbed Scanner Dock

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.

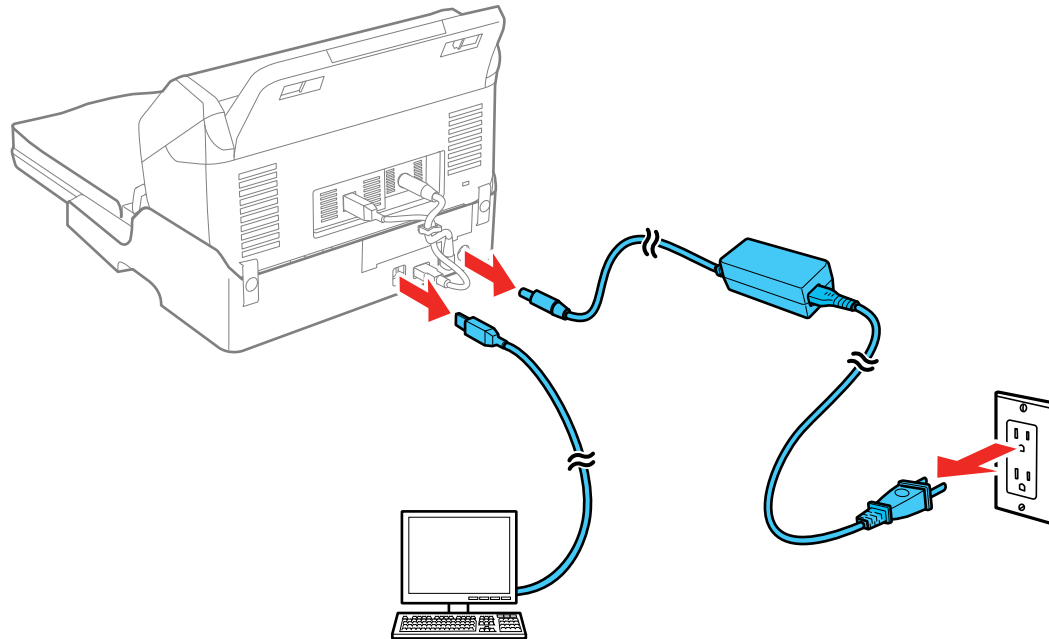


**Note:** If you are transporting only the flatbed scanner dock (without the document scanner), follow the installation instructions that came with the flatbed scanner dock in reverse to remove the flatbed scanner and dock from the document scanner.

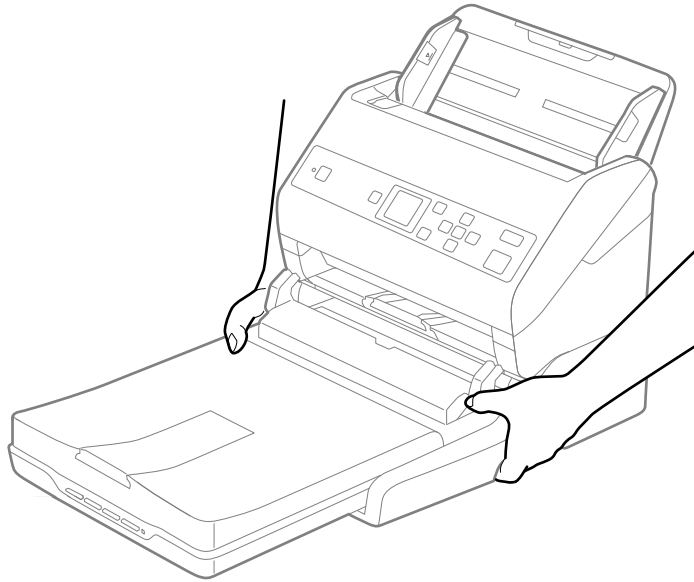
1. Turn off the document scanner using the  power button.

**Note:** There is no power button on the flatbed scanner.

2. Unplug the AC power cord and disconnect the USB cable that connects the flatbed scanner dock to the computer.



3. Lift the entire scanner unit as shown, making sure to keep it level during transport.



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

**Caution:** Avoid turning the scanner upside down when transporting it or you may damage the scanner.

**Parent topic:** [Using the Optional Flatbed Scanner Dock - Windows](#)

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# Cleaning and Transporting Your Scanner

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

[Cleaning Your Scanner](#)

[Cleaning Inside Your Scanner](#)

[Checking the Scanner Roller Counter](#)

[Replacing the Scanner Rollers](#)

[Transporting Your Scanner](#)

## Cleaning Your Scanner

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

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

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

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

4. Clean the LCD screen with a soft, dry cloth.

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

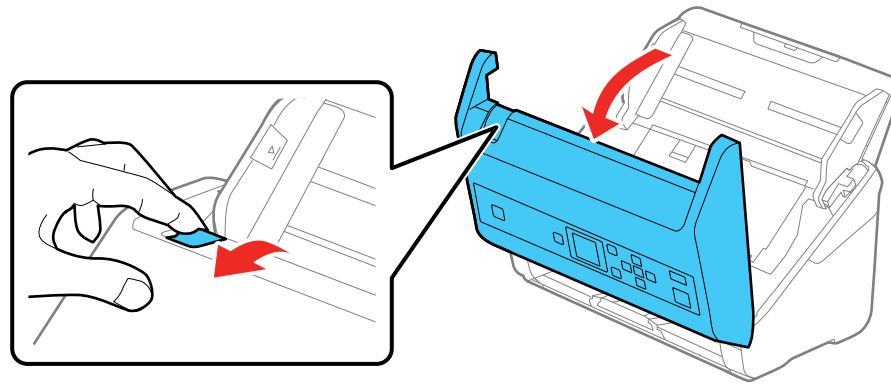
## Cleaning Inside Your Scanner

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

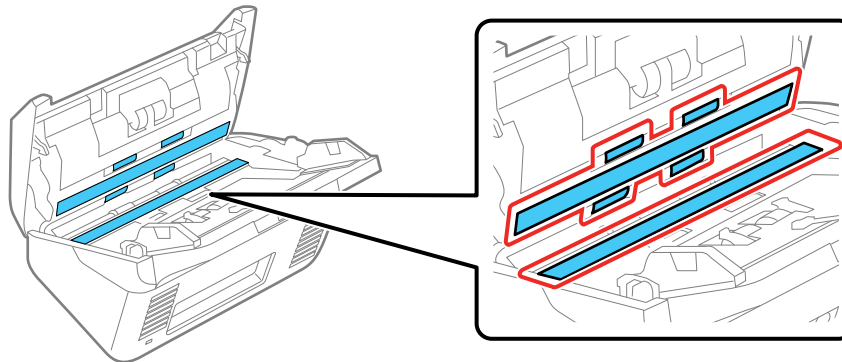
**Caution:** Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

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

2. Disconnect any connected cables.
3. Pull down on the cover open lever and open the scanner cover.

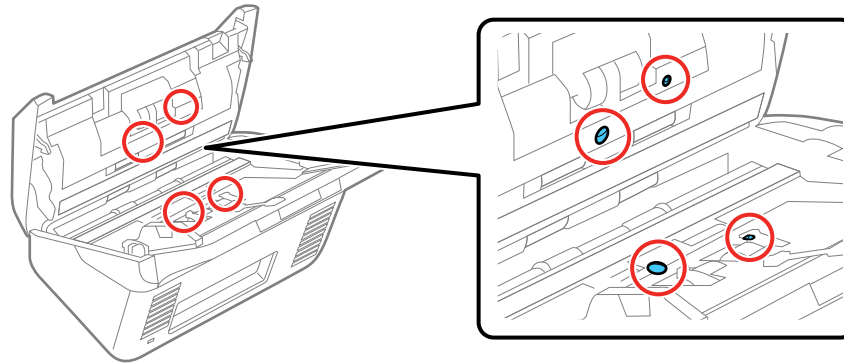


4. Use a genuine Epson cleaning kit or a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with grease or some other hard-to-remove material, use a genuine Epson cleaning kit. Use a small amount of cleaner on the cleaning cloth to remove the stains. Be sure to wipe off all remaining liquid.



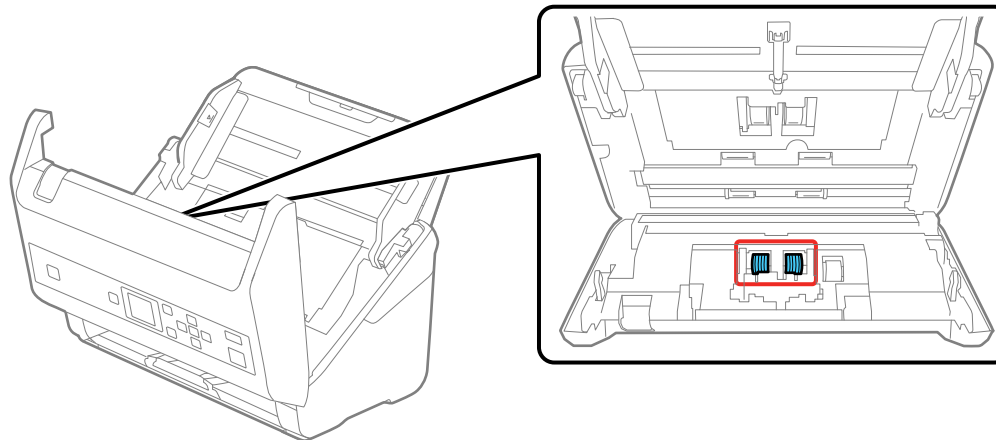
**Caution:** Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.

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



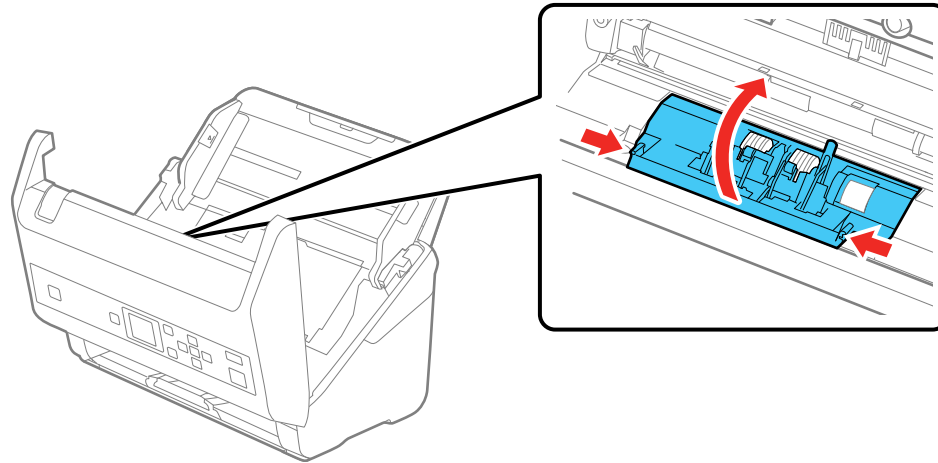
**Caution:** Do not use liquid or glass cleaner on the cotton swab.

6. Locate the separation roller.

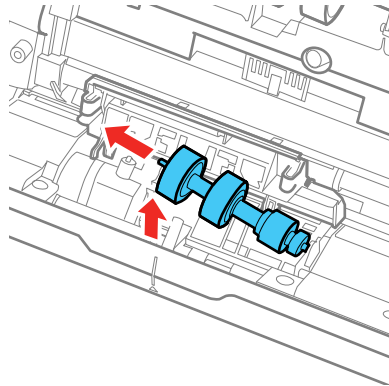


7. Squeeze the tabs on the sides of the separation roller cover and open the cover.

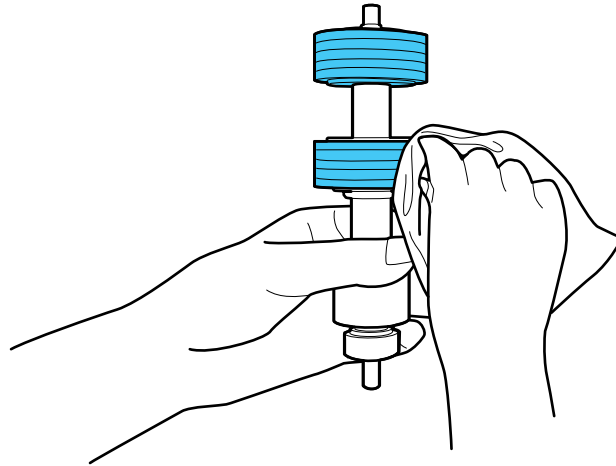
**Caution:** Be careful not to apply too much force when opening the cover.



8. Slide the separation roller to the left and remove it.

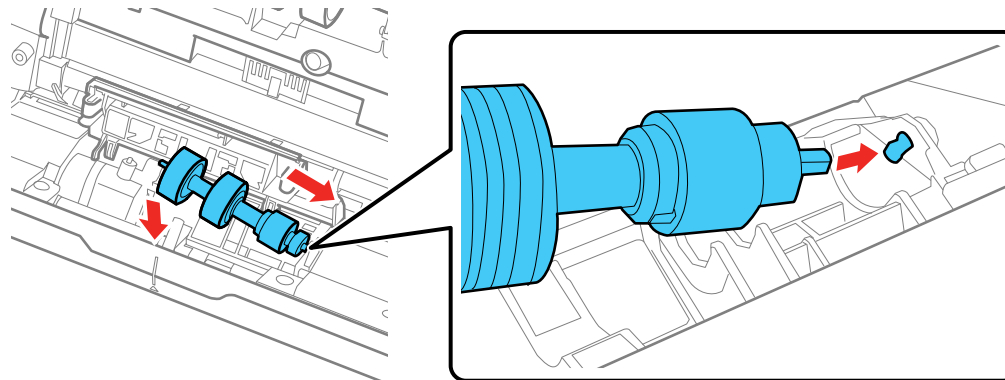


9. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.



**Caution:** Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.

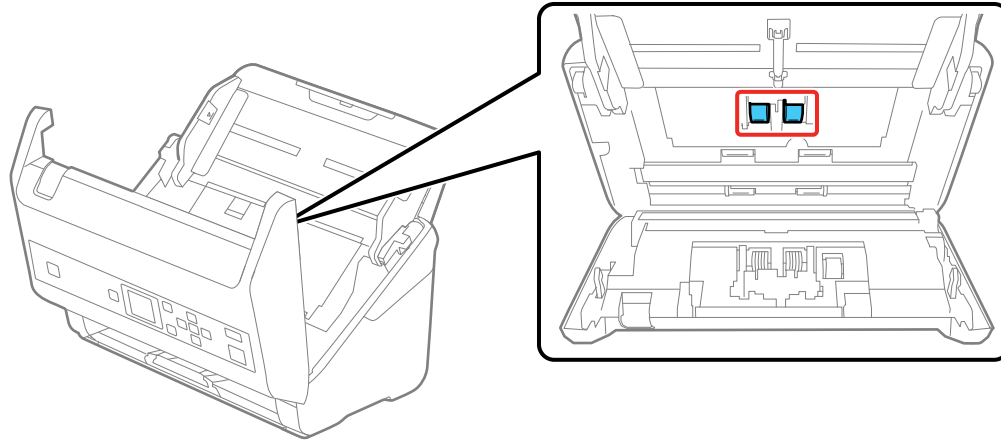
10. To replace the separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.



11. Close the separation roller cover until you hear it click into place.

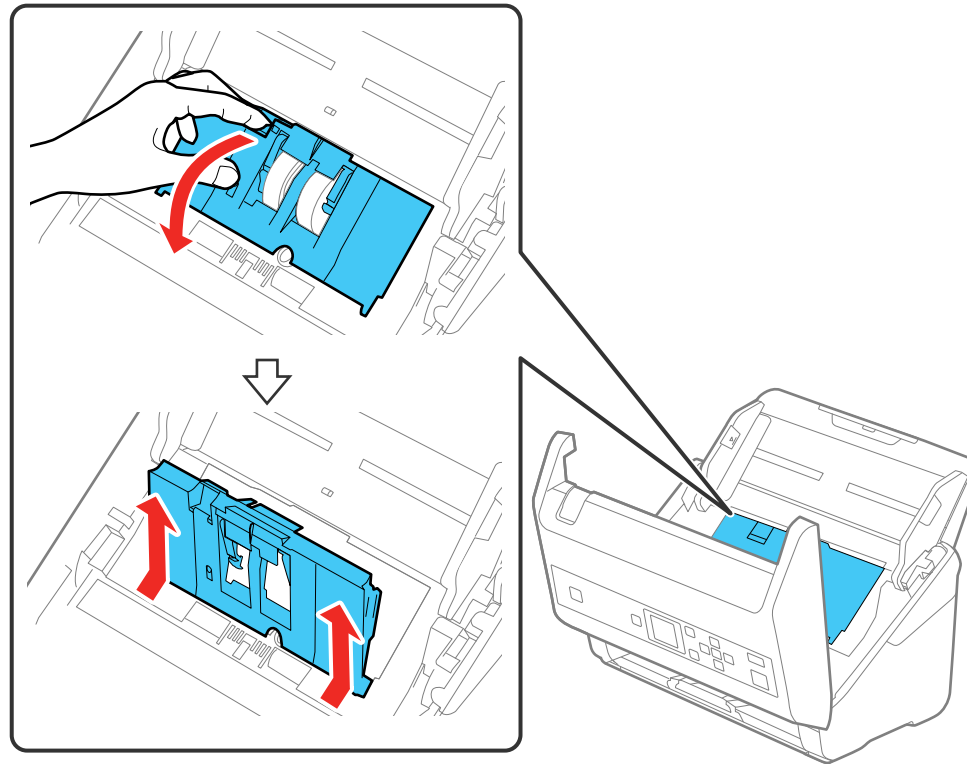
**Note:** If you are not able to close the cover, the roller is not installed correctly. Remove the roller and reinstall it, then try to close the cover again.

12. Locate the pickup roller.

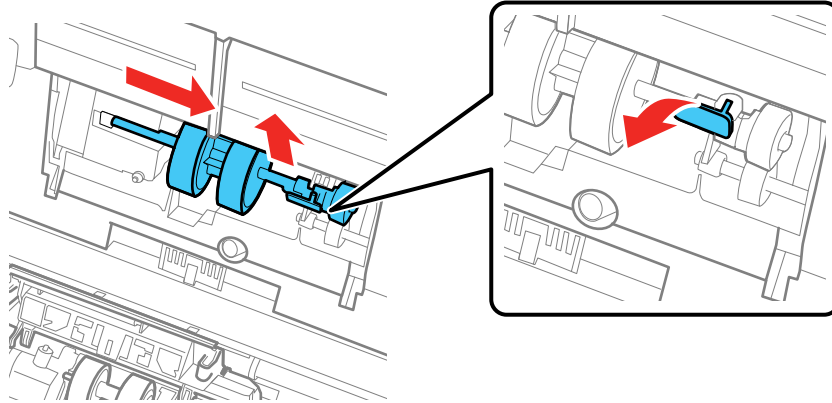




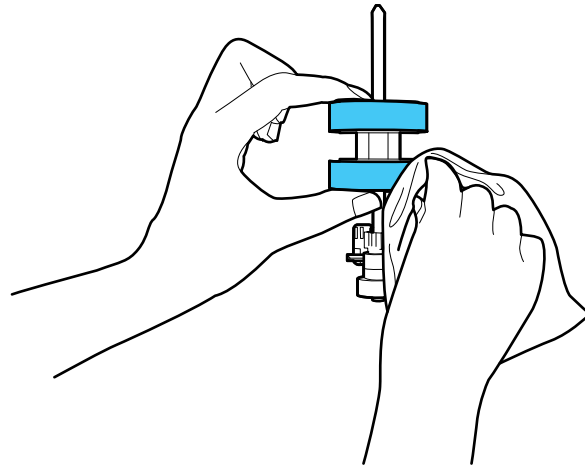
13. Press down on the pickup roller cover latch and pull up the cover to remove it.



14. Pull down the tab on the pickup roller and slide the roller to the right to remove it.

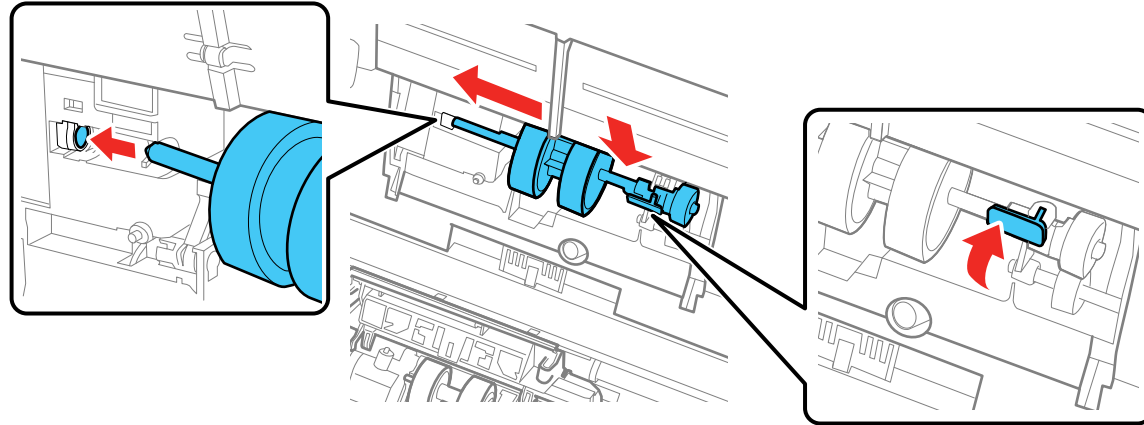


15. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.

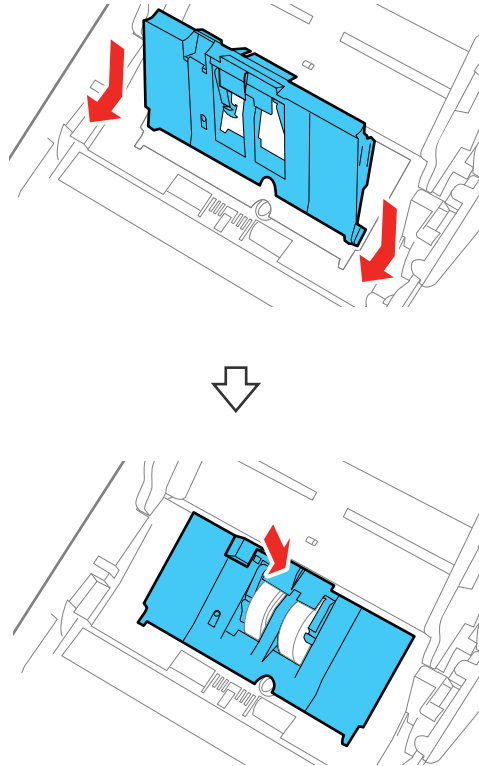


**Caution:** Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.



16. To replace the pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



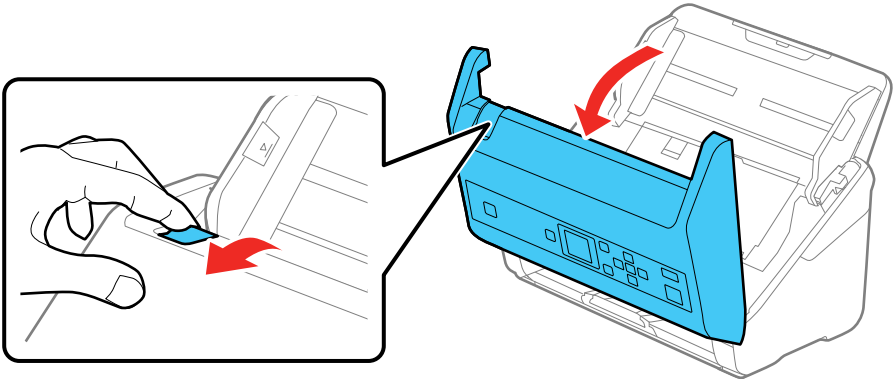
17. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.




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

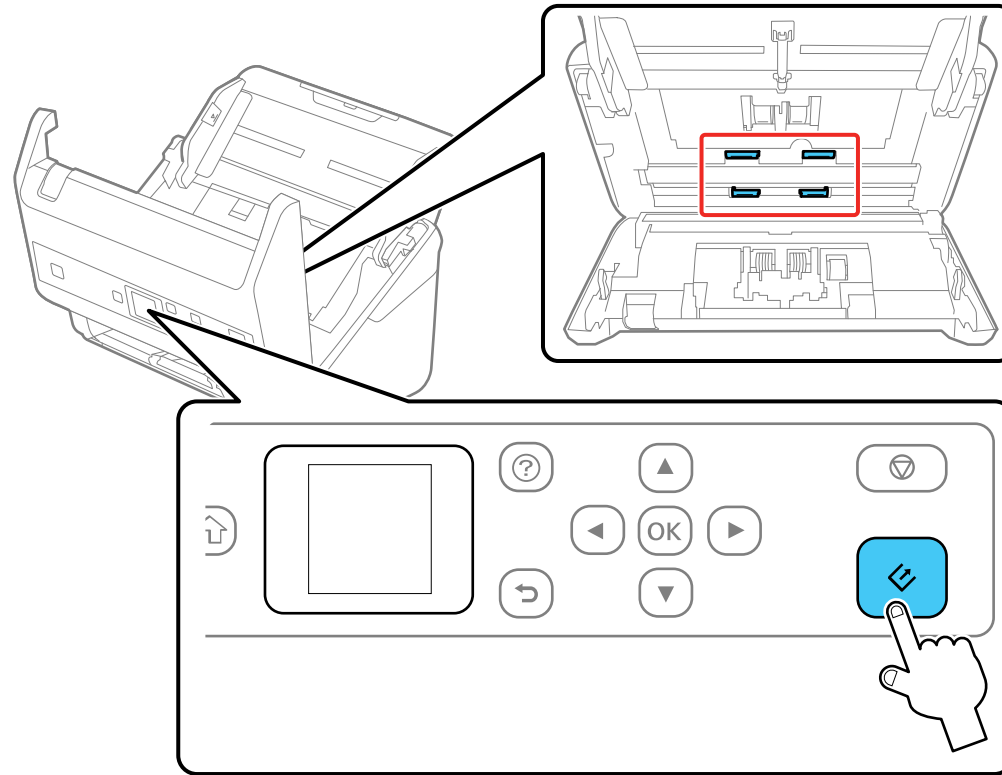
18. Close the scanner cover.
19. Plug in the AC adapter and press the  power button to turn on the scanner.
20. Press the  home button, if necessary, select **Scanner Maintenance**, and press the **OK** button.
21. Select **Roller Cleaning** and press the **OK** button.

22. Pull down on the cover open lever and open the scanner cover.



The scanner enters roller cleaning mode.

23. Slowly rotate the rollers shown here by pressing the  start button. Use a genuine Epson cleaning kit or a soft, moist cloth to wipe off any dust or dirt on the rollers as they rotate. Repeat this step until the rollers are clean.



**Caution:** Be careful not to get your hands or hair caught in the rollers as they rotate.

24. Close the scanner cover.


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



**Related references**

[User Replaceable Epson Scanner Parts](#)

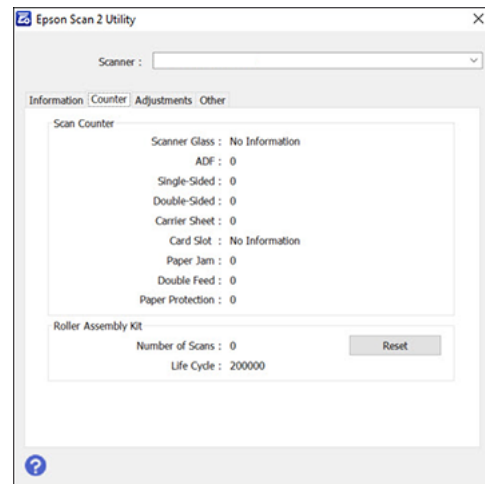
## Checking the Scanner Roller Counter

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.

**Note:** To check the scanner roller counter from the scanner's control panel, press the  home button and select **Scanner Maintenance > Roller Replacement** and press the down arrow button.

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:



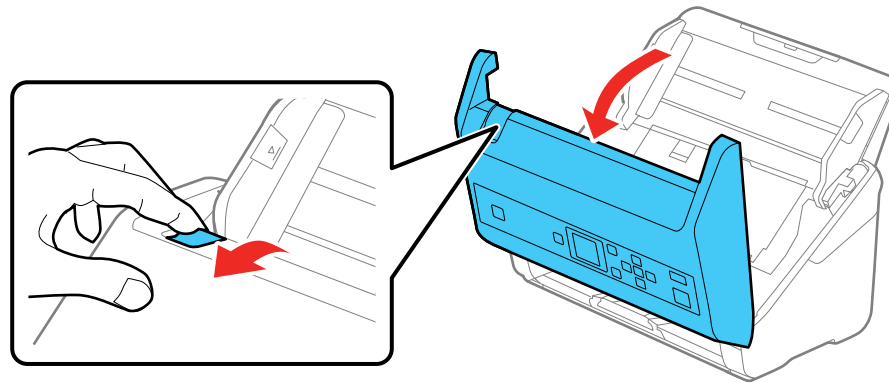
4. If the number in the **Number of Scans** field exceeds the number displayed as the **Life Cycle** of the rollers, it is time to replace the rollers.
5. Close the Epson Scan 2 Utility.

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

## Replacing the Scanner Rollers

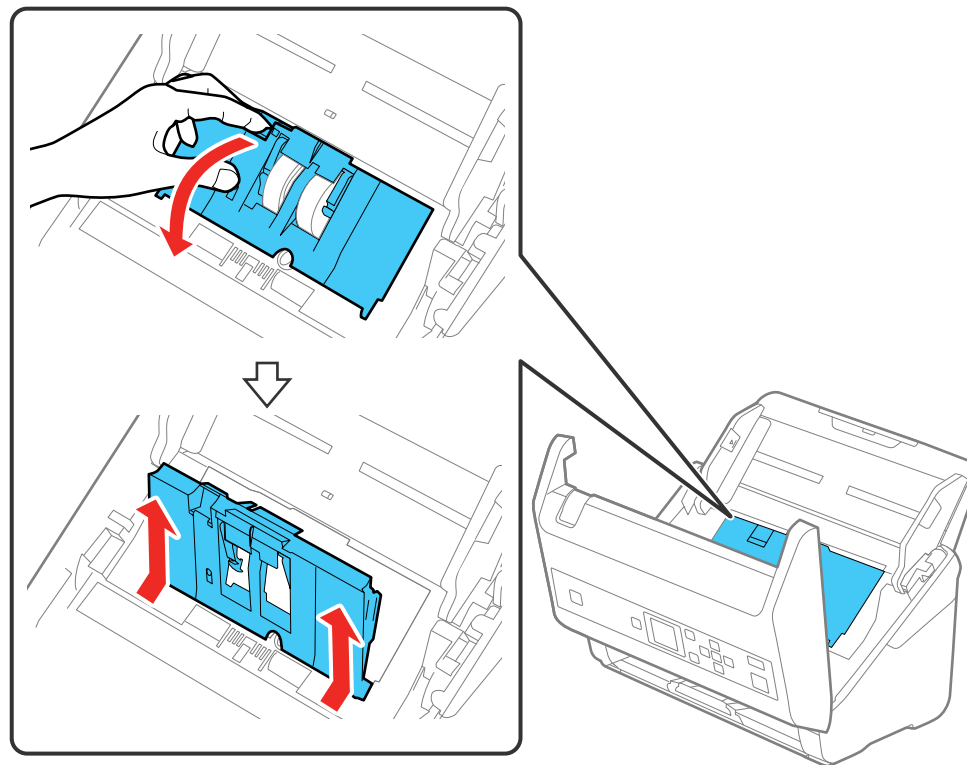
Replace the scanner rollers when the number of scans exceeds the life cycle of the rollers. Check the scanner roller counter to see when you need to replace the rollers.

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.

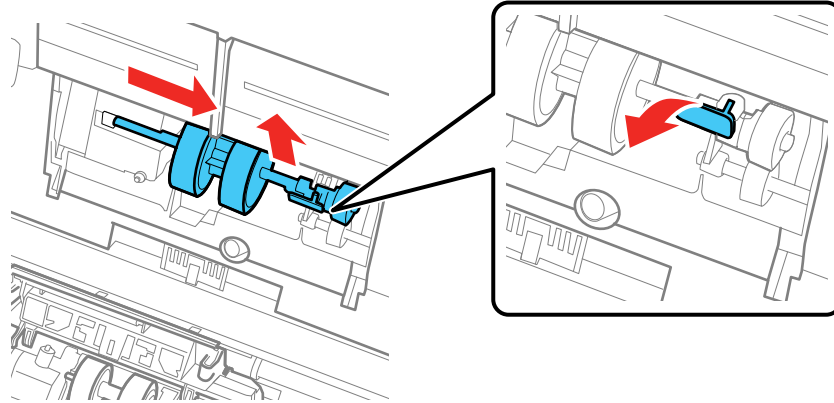




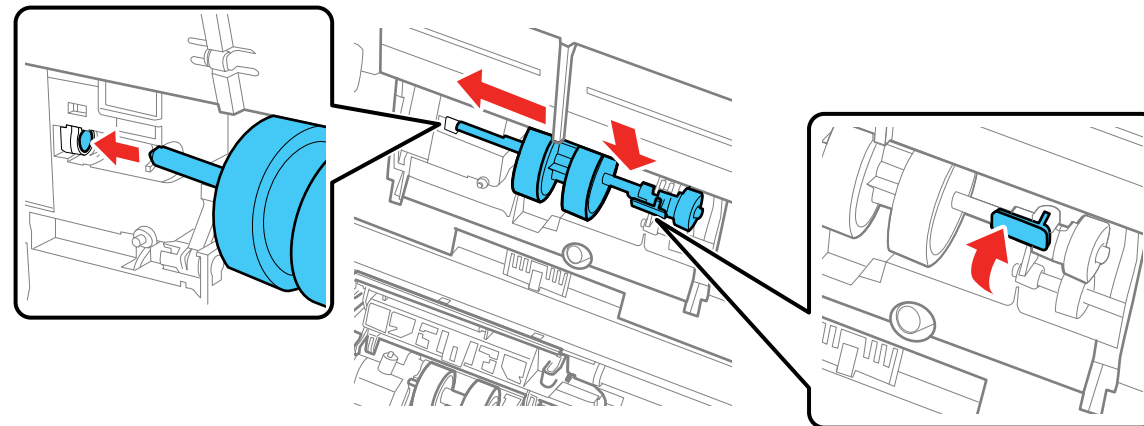
5. Press down on the pickup roller cover latch and pull up the cover to remove it.



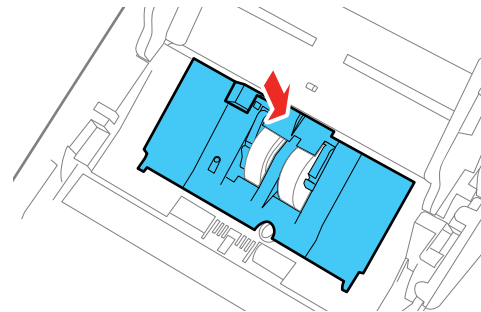
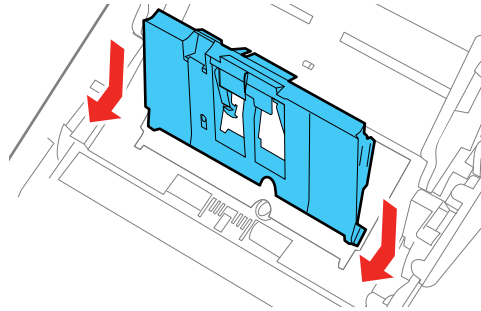
6. Pull down the tab on the pickup roller and slide the roller to the right to remove it.



7. To install the new pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



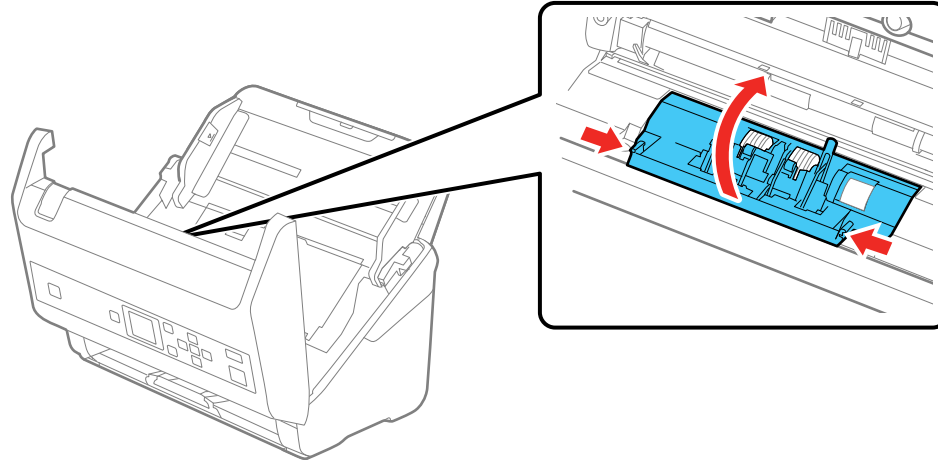
8. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



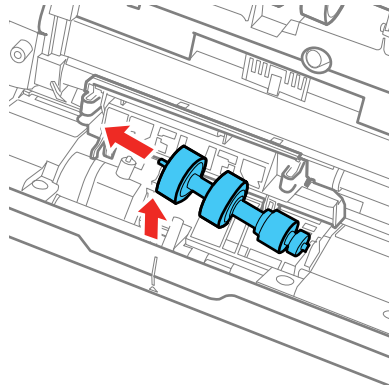
**Note:** If you are not able to close the cover, the pickup roller is not installed correctly. Remove the pickup roller and reinstall it, then try to close the cover again.

9. Squeeze the tabs on the sides of the separation roller cover and open the cover.

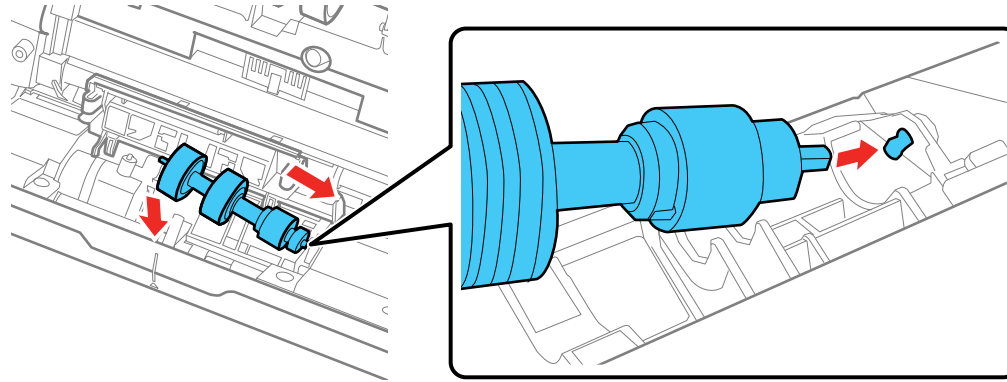
**Caution:** Be careful not to apply too much force when opening the cover.



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](#)


#### **Related tasks**

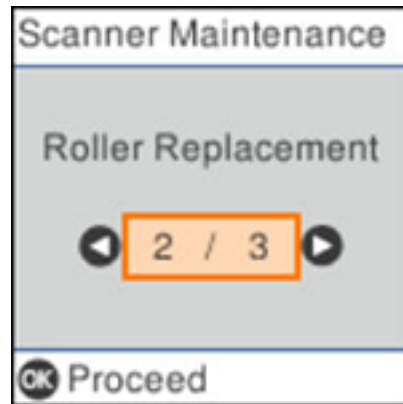
[Checking the Scanner Roller Counter](#)

[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. Press the  home button, if necessary, select **Scanner Maintenance**, and press the **OK** button.
2. Select **Roller Replacement** and press the **OK** button.



3. Press the down arrow button to select **Reset Counter** and press the **OK** button.
4. Select **Yes**.

**Note:** You can also reset the roller counter from your computer using the Epson Scan 2 Utility. Select the **Counter** tab and click **Reset**.

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

### Related tasks

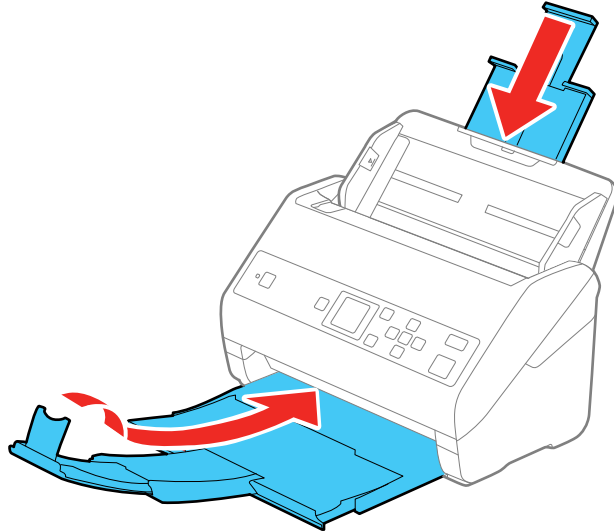
[Checking the Scanner Roller Counter](#)

## Transporting Your Scanner

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

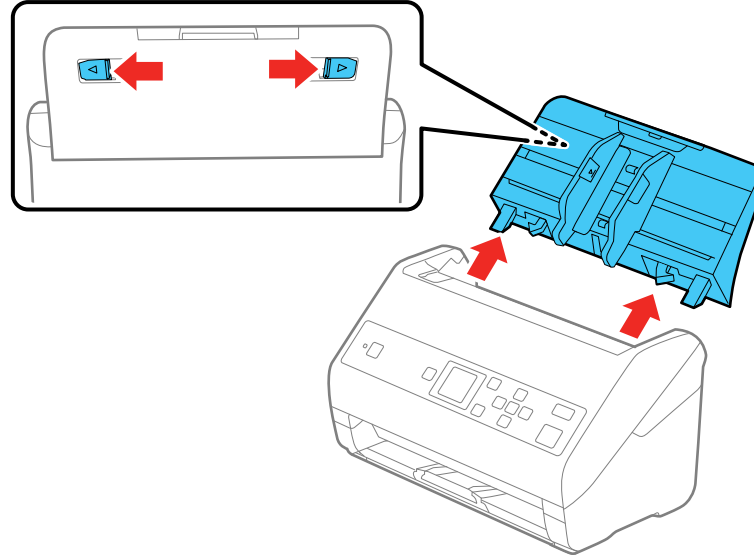
1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.

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



**Note:** Make sure the output tray is securely closed.

4. Push apart the latches on the back on the input tray and lift the input tray off of the scanner.



5. 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](#)



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# Solving Problems

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

[Product Status Messages](#)

[Solving Scanning Problems](#)

[Solving Scanned Image Quality Problems](#)

[Solving Flatbed Scanner Dock Problems](#)

[Uninstall Your Scanner Software](#)

[Where to Get Help](#)

## Product Status Messages

You can often diagnose problems with your product by checking the messages and status icons on its LCD screen.

**Note:** If the LCD screen is dark, press any button to wake the product from sleep mode.

LCD screen message	Condition/solution
Prepare the rollers for a replacement. For details, see your documentation.	You need to replace the roller inside your scanner.
To enable Restrict User Access, see your documentation.	You need to modify the user access restrictions on your scanner control panel.
Restrict User Access is enabled. For more details, see your documentation.	
Clean inside the scanner. For details, see your documentation.	It is time to clean inside your scanner. If you want to change the alerts, modify the <b>Regular Cleaning Alert</b> setting on your scanner control panel.
Scanner error. For details, see your documentation.	Turn the scanner off and on again. If the error continues, contact Epson for support.
RECOVERY MODE	An error has occurred during firmware updating. Connect your product using a USB cable and try downloading the Firmware Update from the Epson support site. If you still need help, contact Epson for support.

**Parent topic:** [Solving Problems](#)

**Related references**

[Original Jams in Scanner](#)

[Where to Get Help](#)

**Related tasks**

[Replacing the Scanner Rollers](#)

[Setting User Access Restrictions \(Access Control\)](#)

[Scanning a Document in Epson ScanSmart](#)

[Loading Originals in the Input Tray](#)

[Cleaning Inside Your Scanner](#)

[Changing Regular Cleaning Alert Settings](#)

## 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.
- You may need to adjust the **Sleep Timer** and **Power Off Timer** settings on the control panel.

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

**Related tasks**

[Changing the Sleep Timer Settings](#)

[Changing the Power Off Timer Settings](#)

## Scanner Button Does Not Work as Expected

If pressing the  start button on your scanner does not start a scan, try these solutions:

- Restart your computer.
- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Use only the USB cable that came with the scanner. Make sure it is connected directly to your computer and not to a USB hub.
- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.
- Make sure you have assigned the correct job to the scanner button and change it, if necessary.
- Check the status of the lights and make sure the scanner is ready to scan.
- Make sure Epson ScanSmart and Epson Scan 2 are installed correctly. Reinstall the software, if necessary.

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

### Related references

[Product Status Messages](#)

### Related tasks

[Customizing Action Icons](#)

## 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 setting is assigned to the scanner button in Epson ScanSmart.
- Make sure the scanning software is installed.
- Use the USB cable that came with the scanner.

- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- Make sure the ⏻ power light stops flashing, indicating that the scanner is ready to scan.

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

## Original Feeds Incorrectly in Scanner

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

- Load only an original that meets the specifications for your scanner.
- Clean inside the scanner using a cleaning sheet.
- 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.
  - Select **Slow** on the scanner control panel to slow down the scanning speed.
  - Use the optional carrier sheet for thin, folded, or irregularly shaped originals.

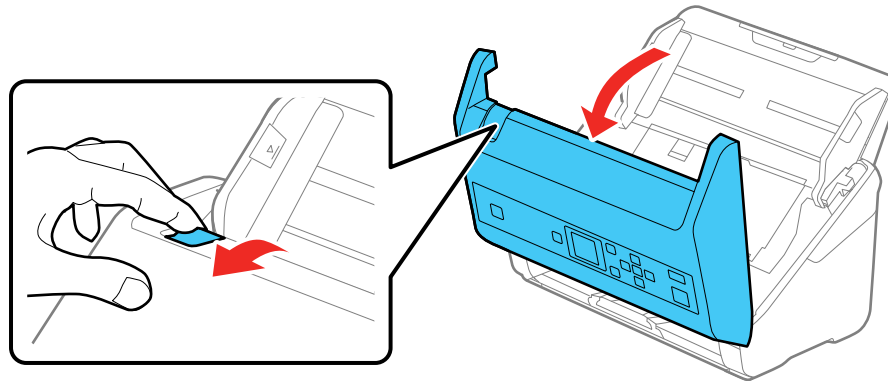
**Parent topic:** [Solving Scanning Problems](#)

## Original Jams in Scanner

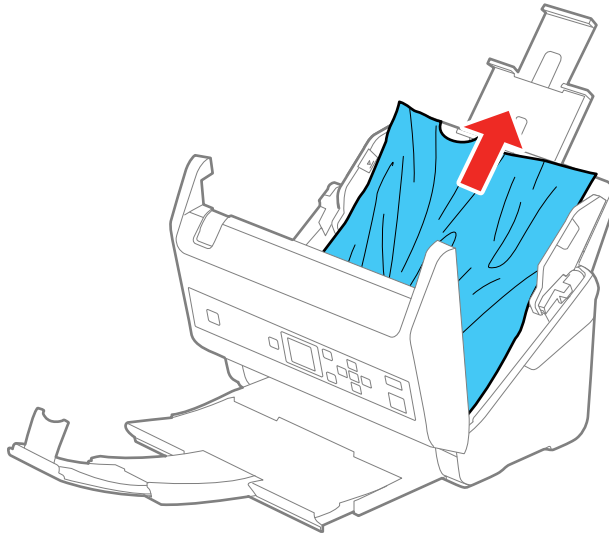
If an original has jammed inside the scanner, follow these steps:

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

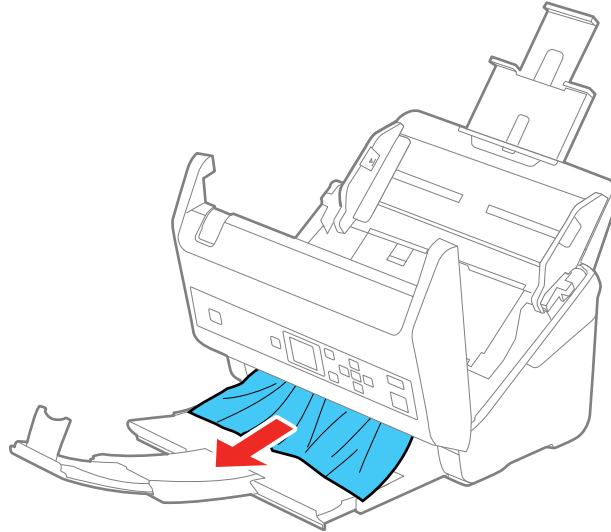
3. Pull down the cover open lever and open the scanner cover.



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:

- Select **Slow** on the scanner control panel to slow down the scanning speed.
- Turn off the **Detect Double Feed** setting.
- 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 references**

[Original Document Specifications](#)

[Plastic and Laminated Card Specifications](#)

[Special Original Specifications](#)

[Where to Get Help](#)

### Related tasks

[Cleaning Inside Your Scanner](#)

[Loading Originals in the Input Tray](#)

## 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.
- If scanning becomes slower after scanning continuously with the ADF for a long time, the scanner may have automatically slowed down to protect the scanner mechanism from overheating or becoming damaged. Let the scanner rest with the power on for 30 minutes, then try scanning again.
- Make sure **Slow** is set to **Off** on the scanner control panel.
- If you are running virus protection or other security software, exclude the TWAIN.log files from monitoring or set the TWAIN.log file as read only. See your virus protection or security software instructions for details. The TWAIN.log file is saved in C:\Users\\AppData\Local\Temp.

**Note:** You may need to unhide system folders to view files in that location.

- Computers with USB 3.0 (SuperSpeed) or USB 2.0 (Hi-Speed) ports can scan faster than those with USB 1.1 ports. If you are using a USB 3.0 or 2.0 port with the scanner, make sure it meets the system requirements.

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

## Solving Scanned Image Quality Problems

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

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

[Scanned Characters are Blurry](#)

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

[Ripple Patterns Appear in an Image](#)

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

[Scanned Image is Cropped](#)

**Parent topic:** [Solving Problems](#)

## Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, select **Settings > Scan Settings** in Epson ScanSmart and try these solutions:

- On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
- On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.
- On the **Advanced Settings** tab, select **Remove Background** and choose a setting.

**Note:** The **Text Enhancement** and **Remove Background** settings depend on the selected **Image Type**.

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

## Scanned Characters are Blurry

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

- Make sure you do not move the scanner or original while scanning.
- Operate the scanner on a flat, stable surface.
- Make sure the originals are ejecting properly.
- In Epson ScanSmart, click **Settings > Scan Settings** and try adjusting these settings and scanning again:
  - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
  - On the **Main Settings** tab, try increasing the **Resolution** setting.
  - On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

**Note:** The **Text Enhancement** setting depends on the selected **Image Type**.

- If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting on the **Advanced Settings** tab. (The **Image Option** must be set to **None**.)

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

## Characters are Not Recognized During Conversion to Editable Text (OCR)

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

- Make sure your original is loaded straight on your product.



- Use an original with clear text.
- Receipts made of thermal paper may deteriorate faster. Scan them as soon as possible.
- When saving scanned images as searchable PDFs, make sure the correct OCR language is selected.
- In Epson ScanSmart, select **Settings > Scan Settings**, adjust the following settings, and try scanning again:
  - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
  - On the **Main Settings** tab, set the **Resolution** between 200 and 600 dpi.
  - On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

**Note:** The **Text Enhancement** setting depends on the selected **Image Type**.

- If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting on the **Advanced Settings** tab. (The **Image Option** must be set to **None**.)
- Set the **Image Type** to **Grayscale**.
- If the original document is in landscape mode, set the **Rotate** setting to **Auto**.
- If you are using OCR software, check the manual for any additional adjustments.
- Scan thermal paper receipts as soon as possible. They may deteriorate due to age or friction.
- When saving to Microsoft Office or Searchable PDF files, check that the correct languages are selected. Check the language in each save setting window.

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

## Ripple Patterns Appear in an Image


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

- On the **Main Settings** tab, try decreasing the **Resolution** setting.
- On the **Advanced Settings** tab, select the **Descreening** setting.

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

## Spots or Lines Appear in All Scanned Images

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

- Make sure the surface of your original is clean.
- Make sure there is no debris or dirt inside the ADF.
- Disconnect any connected cables and clean inside the scanner.
- Enable the **Detect Glass Dirt** setting on the control panel. (Press the  home button, select **Settings** > **Scanner Settings** > **Detect Glass Dirt**, and select **On-Low**, if the alert displays a misdetection, or **On-High** if dirt is not detected.) When an alert displays on the control panel, clean the glass scanning surfaces inside your scanner using a genuine Epson cleaning kit or a soft, moist cloth.

**Note:** If there are scratches on the glass surface, the alert screen may continue to appear even after cleaning the glass. Contact Epson for information about replacing the glass.

- Avoid scanning in direct sunlight.

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

### Related tasks

[Cleaning Inside Your Scanner](#)

## Scanned Image is Cropped

If the edges of a scanned image are cropped, select **Settings** > **Scan Settings**, adjust the following settings, and try scanning again:

- On the **Main Settings** tab, set the **Document Size** setting to **Auto Detect** or **Auto Detect (Long Paper)**.
- If the document size is not detected correctly using the **Auto Detect** setting, select the size of your original from the **Document Size** list.

**Note:** If the size you want to scan is not on the list, select **Customize** to create it manually (Windows only).

- You can also select **Document Size** > **Settings** and adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- On the **Advanced Settings** tab, set the **Edge Fill** setting to **None**.

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

## Solving Flatbed Scanner Dock Problems

Check these solutions if you have problems scanning with the optional flatbed scanner dock.

[Scanned Image Edges are Cropped](#)

[Line of Dots Appears in All Scanned Images](#)

[Binding Margins on a Scanned Booklet are Blurry](#)

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

**Parent topic:** [Solving Problems](#)

### Scanned Image Edges are Cropped

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

**Parent topic:** [Solving Flatbed Scanner Dock Problems](#)

### Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, try these solutions:

- Clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

**Caution:** Do not spray glass cleaner directly on the scanner glass.

- Make sure any interface cables are securely connected at both ends.

**Parent topic:** [Solving Flatbed Scanner Dock Problems](#)

### Binding Margins on a Scanned Booklet are Blurry

When scanning a booklet on the scanner glass, characters may appear distorted or blurred on the binding margin. If this occurs, the characters may not be recognized correctly when you save the scanned image as a searchable PDF.

To decrease distortion or blurring, gently press down on the document cover to flatten the booklet while scanning.

**Caution:** Do not press down on the document cover with too much force, or you may damage the booklet or scanner.

**Parent topic:** [Solving Flatbed Scanner Dock Problems](#)

## Back of Original Image Appears in Scanned Document

If an image from the back of a thin original appears in your scanned image, try the following solutions:

- Place a piece of black paper on the back of the original and scan it again.
- Make sure you selected the correct Image Type setting for your original and select the **Text Enhancement** setting in Epson Scan 2. You can also select the **Remove Background** setting in Epson Scan 2.
- Select a lower level for **Edge Enhancement** or a higher level for **Noise Reduction Level** in Epson Scan 2.

**Parent topic:** [Solving Flatbed Scanner Dock Problems](#)

## Uninstall Your Scanner Software

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



[Uninstalling Scanner Software - Windows](#)

[Uninstalling Scanner Software - Mac](#)

**Parent topic:** [Solving Problems](#)

## Uninstalling Scanner Software - Windows

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

1. Exit all applications currently running on your computer.
2. Turn off the scanner.
3. Disconnect any interface cables.
4. Do the following to uninstall each of your scanning software programs and follow any on-screen instructions:
  - **Windows 10:** Click  and select  (Settings) > **Apps** > **Apps & features**. Select the 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**.
5. 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](http://epson.com/support) (U.S.), [epson.ca/support](http://epson.ca/support) (Canada), or [epson.com.jm/support](http://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](http://epson.com/support) (U.S.), [epson.ca/support](http://epson.ca/support) (Canada), or [epson.com.jm/support](http://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](http://epson.com) (U.S. sales), [epson.ca](http://epson.ca) (Canadian sales), or [epson.com.jm](http://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](#)

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# 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](#)

[Flatbed Scanner Dock 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 10.15.x
- macOS 10.14.x

- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.x
- OS X 10.8.x
- OS X 10.7.x
- OS X 10.6.8

**Note:** The UNIX File System (UFS) and Fast User Switching for macOS is not supported.

**Note:** For the latest product software available for your operating system, visit the Epson support site at [epson.com/support](http://epson.com/support) (U.S.), [epson.ca/support](http://epson.ca/support) (Canada), or [epson.com.jm/support](http://epson.com.jm/support) (Caribbean), select your product, and select **Downloads**.

**Parent topic:** [Technical Specifications](#)

## General Specifications

<b>Scanner type</b>	Sheet feed, one pass duplex, color scanner
<b>Photoelectric device</b>	CIS
<b>Effective pixels</b>	5100 × 9300 pixels at 600 dpi 2550 × 64500 pixels at 300 dpi
<b>Document size</b>	Maximum: 8.5 × 240 inches (215.9 × 6096 mm) Minimum: 2 × 2 inches (50.8 × 50.8 mm)
<b>Paper input</b>	Facedown loading
<b>Paper output</b>	Facedown ejection
<b>Paper capacity</b>	100 sheets of paper at 21 lb (80 g/m <sup>2</sup> ) weight
<b>Light source</b>	RGB LED
<b>Scanning resolution</b>	600 dpi (main scan) 600 dpi (sub scan)



<b>Output resolution</b>	50 to 1200 dpi (in 1 dpi increments) Long paper scanning in the following resolution ranges: <ul style="list-style-type: none"> <li>• 15.5 to 53 inches (393.8 to 1346.2 mm) long : 50 to 600 dpi</li> <li>• 53 to 215 inches (1346 to 5461 mm) long: 50 to 300 dpi</li> <li>• 215 to 240 inches (5461.1 to 6096 mm) long: 50 to 200 dpi</li> </ul>
<b>Image data</b>	<b>Color:</b> 30 bits per pixel internal (10 bits per pixel per color internal) 24 bits per pixel external (8 bits per pixel per color external) <b>Grayscale:</b> 10 bits per pixel internal 8 bits per pixel external <b>Black and white:</b> 10 bits per pixel internal 1 bits per pixel external
<b>Interface</b>	SuperSpeed USB

Parent topic: [Technical Specifications](#)

## Dimension Specifications

<b>Height</b>	6.6 inches (167 mm)
<b>Width</b>	11.7 inches (296 mm)
<b>Depth</b>	6.7 inches (169 mm)
<b>Weight</b>	7.9 lb (3.6 kg)

**Note:** Dimensions do not include projecting parts or the input tray.

Parent topic: [Technical Specifications](#)

## Electrical Specifications

### Scanner

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

<b>Rated DC input voltage</b>	DC 24V
<b>Rated DC input current</b>	2 A
<b>Power consumption</b>	Operating: 18 W Ready mode: 8.5 W Sleep mode: 1.4 W Power off mode: 0.1 W

### AC Adapter

<b>AC adapter model</b>	AC 100 to 240 V model: A471H AC 220 to 240 V model: A472E
<b>Rated input current</b>	1.2 A
<b>Rated frequency range</b>	50 to 60 Hz
<b>Rated output power supply voltage</b>	DC 24 V
<b>Rated output current</b>	2 A

Parent topic: [Technical Specifications](#)

## Environmental Specifications

<b>Temperature</b>	Operating: 41 to 95 °F (5 to 35 °C) Storage: -13 to 140 °F (-25 to 60 °C)
<b>Humidity</b> (non-condensing)	Operating: 15 to 80% RH Storage: 15 to 85% RH

**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](#)

## Flatbed Scanner Dock Specifications

<b>Interface</b>	Hi-Speed USB
<b>Rated DC input power supply voltage</b>	DC 24 V
<b>Dimensions</b>	Width: 11.8 in (300 mm)
(when assembled with a sheet feed scanner and a flatbed scanner)	Depth: 18.9 in (481 mm)
	Height 9.6 in (245 mm)
<b>Weight</b>	Approximately 2.4 lb (1.1 kg)
<b>Temperature</b>	Operating: 50 to 95 °F (10 to 35 °C)
	Storage: -4 to 140 °F (-20 to 60 °C)
<b>Humidity</b>	Operating: 20 to 80%
(non-condensing)	Storage: 20 to 85%

Parent topic: [Technical Specifications](#)

## Safety and Approvals Specifications

### Scanner

<b>United States</b>	EMC: FCC part 15 Subpart B class B
<b>Canada</b>	EMC: CAN/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

**Parent topic:** [Technical Specifications](#)

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## 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](#)

[Copyright Notice](#)

## Important Safety Instructions

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

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

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

### **AC Adapter**

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

### **LCD Screen**

- The LCD screen may have uneven brightness or a few small bright or dark spots. This is normal and does not indicate damage.
- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
- If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- Do not press too hard on the LCD screen or subject it to heavy impacts.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.

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

## **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](mailto:EAILEgal@ea.epson.com) or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

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

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

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

arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

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

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

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

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

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

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

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

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

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

**1.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this**

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

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

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

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