

# TROUBLESHOOTING GUIDE

I can't start Epson Scan in Windows or on my Mac. What should I do?

Try the following:

- Wait until the blue status light stops flashing to indicate that the scanner is ready to scan.
- Make sure the scanner is turned on.
- Turn off the scanner and computer, then check the interface cable connection between them to make sure it is secure.
- Use the USB cable that came with your scanner or that is indicated in [USB Interface](#).
- Connect the scanner directly to the computer's USB port or through one USB hub only. The scanner may not work properly when connected to the computer through more than one self-powered USB hub.
- Make sure your computer supports USB.
- If you are using any TWAIN-compliant program, such as Adobe Photoshop Elements, make sure that the correct scanner is selected as the Scanner or Source setting.
- If you upgraded your computer's operating system, you need to reinstall Epson Scan. Uninstall Epson Scan as described in [Uninstalling Your Scanning Software](#), then reinstall it as described in the Start Here sheet.

## For Windows only:

Make sure your scanner's name appears under Imaging device without a (?) or an exclamation (!) mark in the Device Manager window. If the scanner's name appears with one of these marks or as an Unknown device, uninstall Epson Scan as described in [Uninstalling Your Scanning Software](#), then reinstall it as described in the Start Here sheet.

How can I obtain the latest product software for Windows or my Mac?

See the Downloads tab on the product support page for your product.

My product software doesn't work properly. What should I do?

Make sure your computer meets the minimum [System Requirements](#). Also, see [You Cannot Start Epson Scan](#).

The scanned colors differ from the original colors. What should I do?

Try the following:

- Make sure the **Image Type** setting is correct. See [Scanning in Office Mode](#), [Scanning in Home Mode](#), or [Scanning in Professional Mode](#).

- Click **Configuration**, select the **Color** tab, and change the **Display Gamma** setting to match your output device, such as a monitor or printer, in the Color menu. See Epson Scan Help for details.
- Adjust the **Auto Exposure** setting in Professional Mode. Also try selecting a different **Tone Correction** setting. See [Adjusting the Color and Other Image Settings](#).
- Click **Configuration**, select the **Color** tab, and select **Color Control** and **Continuous auto exposure** in the Color menu. See Epson Scan Help for details.
- Click **Configuration**, select the **Color** tab, and click **Recommended Value** to return the Auto Exposure setting to the default. See Epson Scan Help for details.
- Click **Configuration**, select the **Preview** tab, and turn on the **Quality Preview** setting in the Preview menu. See Epson Scan Help for details.
- Make sure to enable the **Embed ICC Profile** setting. In the File Save Settings window, select **JPEG** or **TIFF** as the Type setting. Click **Options**, then select the **Embed ICC Profile** check box. To access the File Save Settings window, see [Selecting File Save Settings](#).
- Check the color matching and color management capabilities of your computer, display adapter, and software. Some computers can change the palette of colors on your screen. See your software and hardware manuals for details.
- Use the color management system for your computer: ICM for Windows, or ColorSync for Mac OS X. Add a color profile that matches your monitor to improve on-screen color matching. Exact color matching is very difficult. Check your software and monitor documentation for information on color matching and calibration.

**Note:**

- In the Home Mode, when Illustration, Magazine, Newspaper, Text/Line Art is selected for the document type, EPSON sRGB is embedded even if other ICM/ColorSync setting is selected.
- In the Office Mode, EPSON sRGB is embedded even if another ICM/ColorSync setting is selected.
- In the Professional Mode, when Document is selected for the Auto Exposure type, EPSON sRGB is embedded even if another ICM/ColorSync setting is selected.
- Printed colors can never exactly match the colors on your monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

How do I decide which scanning resolution to select when scanning?

You can select a specific Resolution setting for your images. Keep in mind that higher resolution settings increase scanning time, so do not select a higher resolution than you need. See the following table to reference the appropriate setting to use so that you do not have to take more time than necessary.

<b>What you will do with the scanned image</b>	<b>Suggested scan resolution</b>
Send via e-mail, upload to web, or	96 to 150 dpi

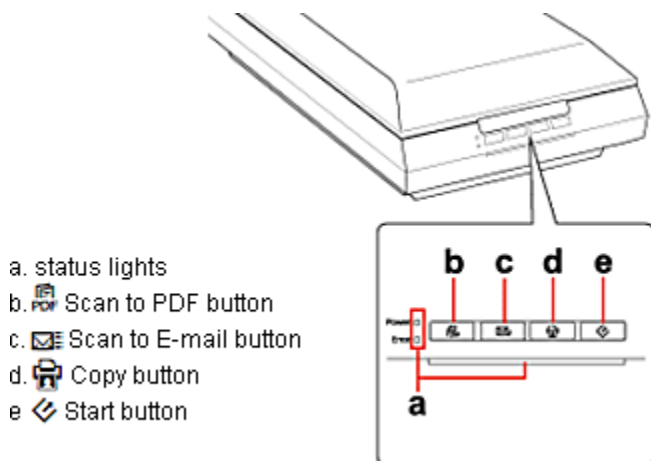
view only on the screen	
Print or convert to editable text (OCR)	300 to 400 dpi
Searchable PDF	200 to 400 dpi
Print using ink jet printer with normal quality	150 dpi (Color or Grayscale) 360 dpi (Black & White)
Print using ink jet printer with high quality	300 dpi (Color or Grayscale) 720 dpi (Black & White)
Print using page printer	200 dpi (Color or Grayscale) 600 dpi (Black & White)
Fax	200 dpi
Enlarge adter scanning at 100%	Increase Resolution setting by same amount you will increase image size after scanning.  For example, if the resolution is 300 dpi, but you will increase the image size to 200%, change the resolution setting to 600 dpi.

To select the resolution setting, see one of these sections.

- **Full Auto Mode:** Selecting the Resolution in Full Auto Mode
- **Home Mode:** Selecting the Resolution in Home Mode
- **Office Mode or Professional Mode:** Selecting the Resolution in Office Mode or Professional Mode

What do the product's lights indicate?

The scanner has four buttons for scanning operations. The Status Lights indicate whether the scanner is operating normally.



The green and orange status lights are to the left of the PDF button and the blue status light is below the four buttons.

Color	Indicator Status	Meaning
Green	On	Power is on.
	Flashing	Entering power saving mode.
Orange	Flashing	An error has occurred. <ul style="list-style-type: none"> <li>○ Make sure the scanner is connected to your computer properly. See the Start Here sheet for instructions on connecting the scanner to your computer.</li> <li>○ Make sure the scanner software is fully installed. See the Start Here sheet for instructions on installing the scanner software.</li> <li>○ Turn off the scanner using its power switch, then turn it on again. If the Status light is still flashing orange, the scanner may be malfunctioning, or the scanner light source may need to be replaced. See <a href="#">Contacting Epson Support</a> for details.</li> </ul>
Blue	Flashing	Initializing or scanning.
(None)	Off	The scanner is off.


I am unable to scan multiple images at one time. What should I do?

Position photos at least 20 mm (0.8 inches) apart from each other on the document table.

How can I scan something that doesn't fit under the document cover?

See [Placing Large or Thick Documents](#) for instructions.

How do I scan a multi-page document into one PDF file on my computer?

The easiest way to scan multiple document pages to a PDF file is to press the  PDF button on the scanner. See [Scanning to a PDF File Using the PDF Button](#) for instructions.

Using Epson Scan, you can create a PDF file with the following features.

When using Epson Scan, you can create a PDF file with the following features:

- **Scanning multiple document pages into a single PDF file:** You can scan multiple document pages and save them in a single PDF file.
- **Creating a searchable PDF file:** You can create a PDF file with search functionality, so that you can look for words in the file. (This feature is available in Windows only.)
- **Specifying the number of pages in a single PDF file:** You can specify the maximum number of pages that can be included in one PDF file. For example, if you are scanning a 20-page document, and specify the page number to be included in one PDF as 4, 5 PDF files are automatically created.

**Note:** You need ABBYY FineReader that came with your scanner to use some of these features. If you have installed your scanning software as described in the [Start Here](#) sheet, it has already been installed. (ABBYY FineReader may not be available in some countries.)

See one of these sections to start scanning to a PDF file.

#### Scanning to a PDF File Using the PDF Button

- **Full Auto Mode:** Select **PDF** as the Image Type setting in the File Save Settings window. See [Scanning in Full Auto Mode](#) for instructions. If you want to scan multiple document pages into one PDF serially, change the scan mode to Office Mode, Home Mode or Professional Mode. See [Changing the Scan Mode](#) for instructions.
- **Office Mode:** [Scanning to a PDF File in Office Mode](#).
- **Home Mode:** [Scanning to a PDF File in Home Mode](#).
- **Professional Mode:** [Scanning to a PDF File in Professional Mode](#).

Who do I contact for support on the software that came with my product?

Contact Epson for support on Epson software. For ABBYY FineReader Sprint Plus OCR contact the company for support.

How should I clean the product?

To keep your scanner operating at its best, clean it periodically using the following procedure.

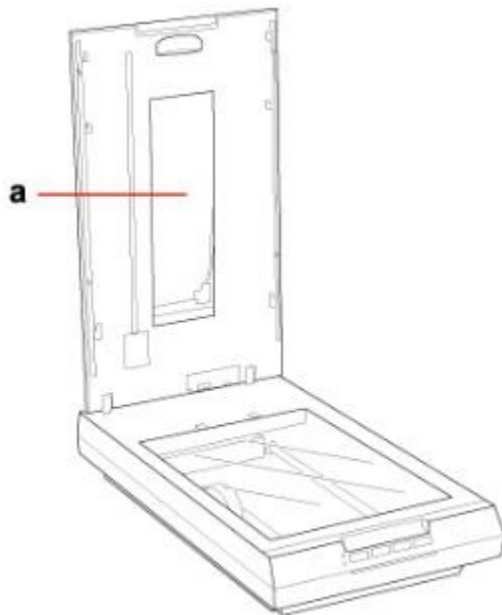
#### **Caution:**

- Do not press the glass surface of the document table with any force.

- Be careful not to scratch or damage the glass surface of the document table, and do not use a hard or abrasive brush to clean it. A damaged glass surface can decrease the scan quality.
  - Never use alcohol, thinner, or corrosive solvent to clean the scanner. These chemicals can damage the scanner components and the case.
  - Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and circuitry.
  - Do not spray lubricants inside the scanner.
  - Never open the scanner case.
7. Turn off the scanner using the power switch.
  8. Unplug the AC power cord from the scanner.
  9. Disconnect the USB cable from the scanner.
  10. Clean the outer case with a cloth dampened with mild detergent and water.
  11. If the glass surface of the document table gets 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.

12. Remove the document mat and clean the transparency unit window as described in step 5.



a. transparency unit window

Make sure that no dust builds up on the surface of the document table or the transparency unit window. Dust can cause spots in your scanned images.

How should I transport my product?

Before you transport the scanner for a long distance or store it for an extended period of time, the scanner's carriage needs to be in the home position to prevent damage.

1. Make sure the carriage is in the home position on the upper side of the scanner. If the carriage is not in the home position, turn on the scanner and wait until the carriage moves to the home position.
2. Turn off the scanner using its power switch, then unplug the AC power cord.
3. Disconnect the USB cable from the scanner.
4. On the back of the scanner, slide the transportation lock to the locked position to secure the scanner carriage.
5. Attach the packing materials that came with the scanner, then repack the scanner in its original box or a similar box that fits the scanner snugly.

I am unable to scan multiple images at one time. What should I do?

Position photos at least 20 mm (0.8 inches) apart from each other on the document table.

How can I remove dust marks from my originals as I scan them?

You can use the **Dust Removal** feature in Epson Scan to virtually “clean” the dust marks from your originals as you scan them. This feature is available when scanning in Full Auto Mode or Professional Mode only (it is not available for Home Mode or Office Mode). See [Removing Dust Marks with the Dust Removal Feature](#) for instructions.

To remove dust marks from photos, color film, or slides, you can use the **DIGITAL ICE Technology** feature which is a hardware-based dust removal method that is more accurate than the **Dust Removal** feature. This feature is available when scanning in Home Mode or Professional Mode only (it is not available for Full Auto Mode or Office Mode). See [Removing Dust and Scratch Marks from Originals Using DIGITAL ICE Technology](#) for instructions.

negative film preview images look strange or discolored when using Epson Scan. What should I do?

Try the following:

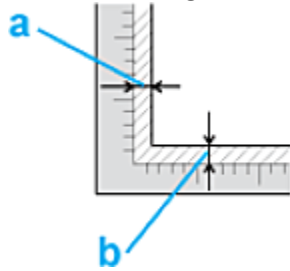
- Make sure the **Document Type** setting (Home Mode) or **Film Type** settings (Professional Mode) are set correctly for your film. See [Scanning in Home Mode](#) or [Scanning in Professional Mode](#) for instructions.
- If you are in normal preview, the dark area around the film and the frame of the film holder is perceived as white. This alters the exposure and causes images to appear darker. Create marquees around the image area you want to scan, then click **Zoom** to preview the area. See [Previewing and Adjusting the Scan Area](#) for instructions.
- Use thumbnail preview instead of normal preview. See [Previewing and Adjusting the Scan Area](#) for instructions.

The edges of my original do not scan. What should I do?

Try the following:


- If you are scanning in Full Auto Mode, or using thumbnail preview in Home Mode or Professional Mode, move the document or photo about 6 mm (0.2 inch) away from the horizontal and vertical edges of the document table to avoid cropping.

- If you are scanning using normal preview in Office Mode, Home Mode, or Professional Mode, move the document or photo about 3 mm (0.12 inch) away from the horizontal and vertical edges of the document table to avoid cropping.



My scanned image is too dark. What should I do?

Try the following:

- If your original is too dark, try using the **Backlight Correction** feature in Home Mode or Professional Mode. See [Fixing Backlit Photos](#) for instructions.
- Check the **Brightness** setting in Office Mode, Home Mode, or Professional Mode. See Epson Scan Help for details.
- Click **Configuration**, select the **Color** tab, and change the **Display Gamma** setting to match your output device, such as a monitor or printer, in the Color menu. See Epson Scan Help for details.
- Click **Configuration**, select the **Color** tab, and select **Color Control** and **Continuous auto exposure** in the Color menu. See Epson Scan Help for details.
- Click **Configuration**, select the **Color** tab, and click **Recommended Value** to return the Auto Exposure setting to the default. See Epson Scan Help for details.
- Click the  Histogram Adjustment icon in Professional Mode to adjust the brightness.
- Check the brightness and contrast settings of your computer monitor.

A line or line of dots always appears in my scanned images. What should I do?

Try the following:

- The document table or transparency unit window may need cleaning. Clean the document table. See [Cleaning the Scanner](#) for instructions.
- If you still have the problem, the document table or transparency unit window may be scratched. Contact Epson Support for assistance. See [Contacting Epson Support](#).

I see only a few dots in my scanned image. What should I do?

Try the following:

- Make sure the document or photo is placed on the document table with the side to be scanned facing down. See [Placing Documents or Photos](#) for details.
- When scanning with the **Black&White** setting in Office Mode or Home Mode, or the **Black & White** setting in Professional Mode, change the **Threshold** setting. See [Adjusting the Color and Other Image Settings](#) for instructions.

The text or image on the back of my original appears in my scanned image. What should I do?

If your original is printed on thin paper, images on the back may be visible to the scanner and appear in your scanned image. Try the following if this occurs:

- Try scanning the original with a piece of black paper placed on the back of it.
- Also check the scanning software settings such as image type and image adjustment.
- Try using Text Enhancement function. See [Scanning in Home Mode](#) or [Scanning in Office Mode](#) for instructions.

Straight lines in my original come out crooked in the scanned image. What should I do?

Make sure the document lies perfectly straight on the document table.

My scanned image is distorted. What should I do?

Try the suggestions below:

- Make sure the document or photo lies flat on the document table. Also make sure your document or photo is not wrinkled or warped.
- Make sure you do not move the document or photo, or your scanner while scanning.
- Make sure the scanner is placed on a flat, stable surface.
- Select the **Unsharp Mask** check box in the Office Mode or Professional Mode window. See [Adjusting the Color and Other Image Settings](#) for instructions.
- Adjust the **Auto Exposure** setting in the Professional Mode window. See [Adjusting the Color and Other Image Settings](#) for instructions.
- Click **Configuration**, select the **Color** tab, and select **Color Control** and **Continuous auto exposure**. See Epson Scan Help for details.
- Click **Configuration**, select the **Color** tab, and click **Recommended Value** to return the Auto Exposure setting to the default. See Epson Scan Help for details.
- Increase the **Resolution** setting. See [Selecting the Scan Resolution](#) for instructions.

The colors are patchy or distorted at the edges of my scanned image. What should I do?

If your document is very thick or curled at the edges, cover the edges with paper to block external light as you scan.

The product is not converting characters to editable text. What should I do?

Try the following:

- Make sure the document lies straight on the document table.
- In Office Mode or Home Mode, select the **Text Enhancement** check box.
- Adjust the **Threshold** setting.
  - **Office Mode** or **Home Mode**: Select **Black&White** as the Image Type setting. Then try adjusting the **Threshold** setting. See [Converting Scanned Documents Into Editable Text](#) for instructions.
  - **Professional Mode**: Click the **+** (Windows) or **▶** (Mac OS X) button next to **Image Type** and make appropriate Image Option setting. Then try adjusting the

**Threshold** setting. See [Converting Scanned Documents Into Editable Text](#) for instructions.

- Check your OCR software manual to see if there are any settings you can adjust in your OCR software.

The scanned colors differ from the original colors. What should I do?

Try the following:

- Make sure the **Image Type** setting is correct. See [Scanning in Office Mode](#), [Scanning in Home Mode](#), or [Scanning in Professional Mode](#).
- Click **Configuration**, select the **Color** tab, and change the **Display Gamma** setting to match your output device, such as a monitor or printer, in the Color menu. See Epson Scan Help for details.
- Adjust the **Auto Exposure** setting in Professional Mode. Also try selecting a different **Tone Correction** setting. See [Adjusting the Color and Other Image Settings](#).
- Click **Configuration**, select the **Color** tab, and select **Color Control** and **Continuous auto exposure** in the Color menu. See Epson Scan Help for details.
- Click **Configuration**, select the **Color** tab, and click **Recommended Value** to return the Auto Exposure setting to the default. See Epson Scan Help for details.
- Click **Configuration**, select the **Preview** tab, and turn on the **Quality Preview** setting in the Preview menu. See Epson Scan Help for details.
- Make sure to enable the **Embed ICC Profile** setting. In the File Save Settings window, select **JPEG** or **TIFF** as the Type setting. Click **Options**, then select the **Embed ICC Profile** check box. To access the File Save Settings window, see [Selecting File Save Settings](#).
- Check the color matching and color management capabilities of your computer, display adapter, and software. Some computers can change the palette of colors on your screen. See your software and hardware manuals for details.
- Use the color management system for your computer: ICM for Windows, or ColorSync for Mac OS X. Add a color profile that matches your monitor to improve on-screen color matching. Exact color matching is very difficult. Check your software and monitor documentation for information on color matching and calibration.

**Note:**

- In the Home Mode, when Illustration, Magazine, Newspaper, Text/Line Art is selected for the document type, EPSON sRGB is embedded even if other ICM/ColorSync setting is selected.
- In the Office Mode, EPSON sRGB is embedded even if another ICM/ColorSync setting is selected.
- In the Professional Mode, when Document is selected for the Auto Exposure type, EPSON sRGB is embedded even if another ICM/ColorSync setting is selected.
- Printed colors can never exactly match the colors on your monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

My scanned image does not show the texture of my original document. What should I do?

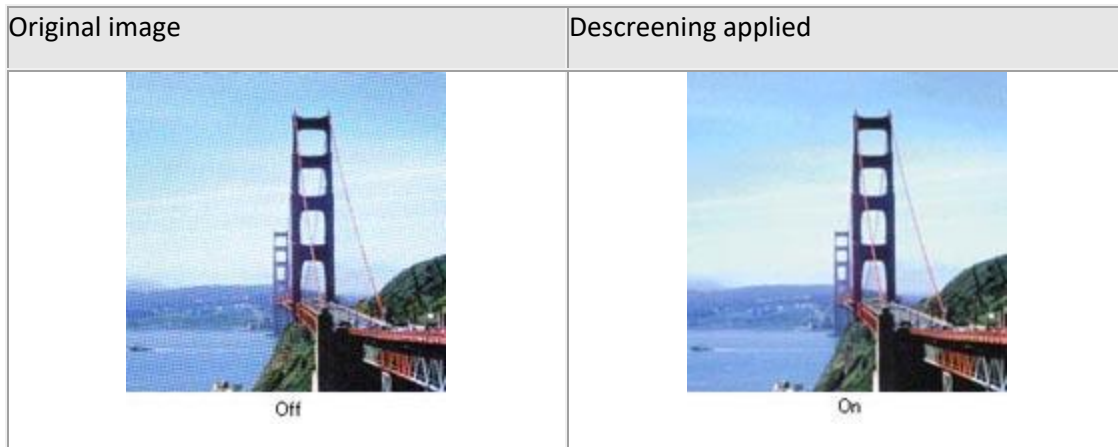
Select the **Show Texture** check box on the Other menu in the Configuration dialog box.

**Note:**

- Show Texture increases scanning time.
- If you select the Show Texture check box after previewing, do preview again to confirm the effect of the Show Texture function.
- Show Texture is not available in Full Auto mode.
- Show Texture is not available when scanning films.
- DIGITAL ICE Technology is not available when the Show Texture check box is selected and reflective document is selected as Document Type.
- The Show Texture check box is cleared when you restart the Epson Scan.

Ripple patterns appear in my scanned image when using Epson Scan. What should I do?

A ripple or cross-hatch pattern (called moiré) may appear in a scanned image of a printed document. It is caused by interference from the differing pitches in the scanner's screen and the halftone screen in your original. Try the following if this occurs:



- Select the **Descreening** check box in Office Mode, Home Mode, or Professional Mode. In Professional Mode, select an appropriate **Screen Ruling** for the Descreening and deselect the **Unsharp Mask** setting. See [Adjusting the Color and Other Image Settings](#) for instructions.
- Select a lower **Resolution** setting. See [Selecting the Scan Resolution](#) for instructions.


**Note:** You cannot remove ripple patterns when you are scanning film or monochrome images, or scanning using a resolution higher than 600 dpi.

How can I remove shadows from photos that have too much background light as I scan them?

You can use the **Backlight Correction** feature in Epson Scan. This feature will remove shadows from photos that have too much background light. You can fix printed photos, film, or slides automatically as you scan them. See [Fixing Backlit Photos](#) for details.

My scanned images are rotated incorrectly. What should I do?

Try the following:


- Make sure the documents or photos are placed on the document table correctly. See [Placing Documents or Photos](#) for instructions.
- Make sure the film or slides are placed in the film holder correctly and the film holder is properly positioned on the document table. See [Placing Film or Slides](#) for instructions.
- If you are scanning using thumbnail previews in Home Mode or Professional Mode, select the image and click the  rotation icon to rotate it. See [Previewing and Adjusting the Scan Area](#) for instructions.
- Try disabling or enabling the **Auto Photo Orientation** setting.
  - **Full Auto Mode:** Click **Customize**, and select or deselect **Auto Photo Orientation**.
  - **Home Mode** or **Professional Mode:** Click **Configuration**, select the **Preview** tab, and select or deselect **Auto Photo Orientation**.

**Note:**

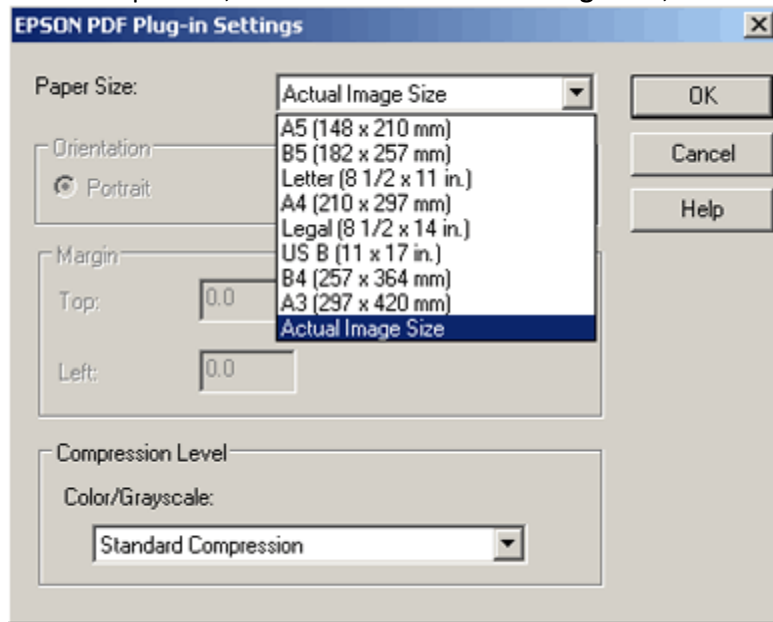
- The Auto Photo Orientation feature will not work when you scan newspaper or magazine pages, documents, illustration, or line art. The feature will also not work when you scan images that are 5.1 cm (2 inches) or smaller on any side.
- The Auto Photo Orientation feature may not work correctly if the faces in your image are very small or not looking straight ahead, or if the faces are of infants. The feature may also not work correctly if you scan an indoor image that contains no faces, an outdoor image in which the sky is not at the top, or any image containing bright spots or objects in locations other than the top of your image.

When I scan to PDF using Epson Scan, my image is cropped or not the right size. What should I do?

Do the following:

1. Make sure Epson Scan is set to Home or Professional mode and click the  button.
2. Under Image Format, click the **Options** button.


- Next to Paper Size, click ▼ and select **Actual Image Size**, then click **OK**.



- Click **OK** on the File Save Settings window, then finish scanning.

When I scan film or slides, striped rings appear on the scanned images. What should I do?

A ring-shaped pattern of stripes (called a Newton ring) sometimes appears on scanned images of transparent materials. This may occur if the film is curled.

Place the film or slides with the base side facing up and preview the film using thumbnail preview. Then flip the previewed image by clicking the  mirroring icon in the Preview window.

DIGITAL ICE does not fix my photo very well. What should I do?

Try rotating the image 90 or 180 degrees and scan it again.

I am having problems adjusting the scan area in the thumbnail preview of Epson Scan.

What should I do?


Try the following:

- Create a marquee or adjust the existing marquee to select the area you want to scan. See [Creating a Marquee on a Preview Image](#) for instructions.
- Click **Configuration**, select the **Preview** tab, and adjust the thumbnail cropping area using the **Thumbnail Cropping Area** slider.
- Use the normal preview and create marquees on the areas you want to scan. See [Adjusting the Color and Other Image Settings](#) for instructions.

Can I set up the product to work like a copy machine?

Yes, you can use your scanner along with a printer connected to your computer just like you would use a copy machine. See [Using the Scanner as a Copier](#) for instructions.

How do I scan a multi-page document into one PDF file on my computer?

The easiest way to scan multiple document pages to a PDF file is to press the  PDF button on the scanner. See [Scanning to a PDF File Using the PDF Button](#) for instructions.

Using Epson Scan, you can create a PDF file with the following features.

When using Epson Scan, you can create a PDF file with the following features:

- **Scanning multiple document pages into a single PDF file:** You can scan multiple document pages and save them in a single PDF file.
- **Creating a searchable PDF file:** You can create a PDF file with search functionality, so that you can look for words in the file. (This feature is available in Windows only.)
- **Specifying the number of pages in a single PDF file:** You can specify the maximum number of pages that can be included in one PDF file. For example, if you are scanning a 20-page document, and specify the page number to be included in one PDF as 4, 5 PDF files are automatically created.

**Note:** You need ABBYY FineReader that came with your scanner to use some of these features. If you have installed your scanning software as described in the [Start Here](#) sheet, it has already been installed. (ABBYY FineReader may not be available in some countries.)

See one of these sections to start scanning to a PDF file.

#### Scanning to a PDF File Using the PDF Button

- **Full Auto Mode:** Select **PDF** as the Image Type setting in the File Save Settings window. See [Scanning in Full Auto Mode](#) for instructions. If you want to scan multiple document pages into one PDF serially, change the scan mode to Office Mode, Home Mode or Professional Mode. See [Changing the Scan Mode](#) for instructions.
- **Office Mode:** [Scanning to a PDF File in Office Mode](#).
- **Home Mode:** [Scanning to a PDF File in Home Mode](#).
- **Professional Mode:** [Scanning to a PDF File in Professional Mode](#).

How do I uninstall and reinstall the product software?

Follow the steps under [Uninstalling Your Scanning Software](#), then reinstall it as described on the [Start Here](#) sheet.

How do I decide which scanning resolution to select when scanning?

You can select a specific Resolution setting for your images. Keep in mind that higher resolution settings increase scanning time, so do not select a higher resolution than you need. See the following table to reference the appropriate setting to use so that you do not have to take more time than necessary.

What you will do with the scanned image	Suggested scan resolution
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Send via e-mail, upload to web, or view only on the screen	96 to 150 dpi
Print or convert to editable text (OCR)	300 to 400 dpi
Searchable PDF	200 to 400 dpi
Print using ink jet printer with normal quality	150 dpi (Color or Grayscale) 360 dpi (Black & White)
Print using ink jet printer with high quality	300 dpi (Color or Grayscale) 720 dpi (Black & White)
Print using page printer	200 dpi (Color or Grayscale) 600 dpi (Black & White)
Fax	200 dpi
Enlarge adter scanning at 100%	Increase Resolution setting by same amount you will increase image size after scanning.  For example, if the resolution is 300 dpi, but you will increase the image size to 200%, change the resolution setting to 600 dpi.

To select the resolution setting, see one of these sections.

- **Full Auto Mode:** [Selecting the Resolution in Full Auto Mode](#)
- **Home Mode:** [Selecting the Resolution in Home Mode](#)
- **Office Mode or Professional Mode:** [Selecting the Resolution in Office Mode or Professional Mode](#)

How can I obtain the latest product software for Windows or my Mac?

See the Downloads tab on the product support page for your product.

Can my product be networked?

No, the scanner does not support scanning over a network.

How can I get a replacement Scanner software CD for my product?

You can download the Epson scanner driver and Epson Scan software from the Downloads tab for your product.

**Note:** Any extra third-party software that came with the product is available only on the CD.

If you wish to obtain a replacement copy of the Scanner software CD (stock permitting), please contact our Driver Fulfillment department at 562-276-4367 (US) or 905-709-3839 (Canada). A charge for shipping and handling plus any applicable taxes may apply.

When I scan using Epson Scan, the preview window is in landscape view. How can I change it to portrait view?

Do the following:

1. Launch Epson Scan.
2. Click the **Configuration** button at the bottom of the window.
3. Click the **Preview** tab, then click **Preview image rotation**.
4. Click **OK**. If you have an image in the preview window, the orientation should change automatically.

I can't scan multiple document pages into a single PDF. What should I do?

If you are using the Scanner Driver and Epson Scan Utility v2.92a or earlier, the ability to scan multiple pages to a single PDF is not supported. This feature is supported when using the Scanner Driver (which is sometimes shown as TWAIN Driver) and Epson Scan Utility v3.04a or higher. Check your product's Downloads tab to make sure you're using the latest version.

When I try to scan using Epson Scan, I see a message Unable to write to file. What should I do?

Do the following:

1. Open Epson Scan and select **Home Mode**, **Office Mode**, or **Professional Mode**.
2. Click the **Configuration** button at the bottom center of the screen.
3. Select the **Other** tab and verify the drive letter next to **Work Area** (C: is the default).
4. If the Work Area is set to C:, choose another drive (if one is available) or skip to step 6 (if no other drive is available).
5. Try scanning again. If the same error occurs, set the **Work Area** back to C: and close Epson Scan.
6. Close all applications.
7. Open Windows Explorer and browse to the Temp folder.
  - **Windows XP:** C:\Documents and Settings\user name\Local Settings\Temp
  - **Windows Vista and Windows 7:** C:\Users\user name\AppData\Local\Temp
8. Highlight all files and folders in the Temp folder and delete them.
9. Restart the computer, open Epson Scan and try scanning again.

When I try to install the Epson Scan driver, I see a message Could not copy file, please check setup disk and run setup disk again. What should I do?

Do the following:

1. Close all applications.
2. Open Windows Explorer and browse to the Temp folder.
  - **Windows XP:** C:\Documents and Settings\user name\Local Settings\Temp
  - **Windows Vista and Windows 7:** C:\Users\user name\AppData\Local\Temp
3. Highlight all files and folders in the Temp folder and delete them.
4. Restart the computer.
5. Open Windows Explorer and browse to the Temp folder. Verify that all the files have been removed.

**Note:** If files still remain in the Temp folder, check for **Setup.exe** and **Setup.ini** and remove them.

6. Reinstall Epson Scan.

I can no longer preview my scans. What should I do?

Do the following:

1. Open **EPSON Scan** and select Home or Professional mode.
2. Click the **Configuration** button.
3. Select the **Other** tab, then click **Reset All**.

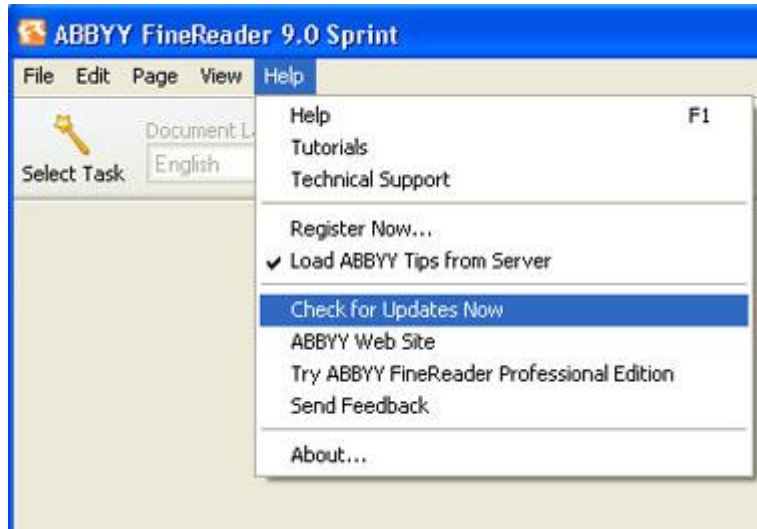
I see the message Image size is too large. What should I do?

EPSON Scan Professional Mode has a maximum pixel count of 21000 x 30000. You must reduce the **Resolution**, **Scale**, or **Document Size** to scan the image.

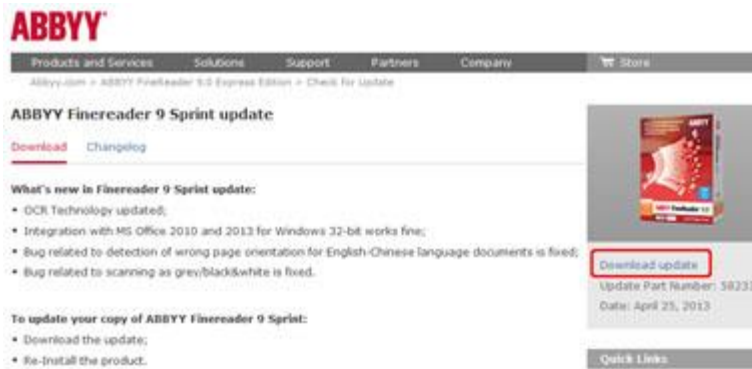
My Microsoft Office 2013 applications crash in Windows after I installed my Epson product software. What should I do?


You'll need to update the ABBYY FineReader software. ABBYY FineReader installs a Microsoft Office Integration add-in which is not compatible with Microsoft Office 2013.

1. Open ABBYY FineReader, select **Help**, then select **Check for Updates Now**.



2. If an update is available, a web page should appear. Click **Download update**. Make a note of the file name and save location so you can easily retrieve it later. If an update is not available, please contact Epson Support.



3. Close ABBYY FineReader.
4. Do one of the following to uninstall ABBYY FineReader:
  - **Windows 8:** Navigate to the **Start** screen, right-click the screen, and select **All apps**. Select **Control Panel > Programs and Features**. Select the uninstall option for ABBYY FineReader, then select **Uninstall/Change**.
  - **Windows (other versions):** Click  or **Start**, and select **Control Panel > Add/Remove Programs** or **Uninstall a program**. Select **ABBYY FineReader**, click **Change/Remove**, then follow the on-screen instructions to remove the software.
5. Double-click the file you downloaded in step 2. Follow the on-screen instructions to install the ABBYY FineReader update.
6. Open a Microsoft Office 2013 application and check if the problem is resolved.
  - If the problem is gone, you're done.
  - If you still have a problem, please contact Epson Support.