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About This Manual

Introduction to the Manuals

The latest versions of the following manuals are available from the Epson support website.

http://www.epson.eu/Support (Europe)
http://support.epson.net/ (outside Europe)

- Setup Guide (paper manual)
  Provides you with information on setting up the product and installing the application.

- User’s Guide (digital manual)
  Provides instructions on using the product, maintenance, and solving problems.

As well as the manuals above, see the help included in the various Epson applications.

Marks and Symbols

⚠️ **Caution:**

*Instructions that must be followed carefully to avoid bodily injury.*

⚠️ **Important:**

*Instructions that must be observed to avoid damage to your equipment.*

**Note:**

*Provides complementary and reference information.*

Related Information

➡️ **Links to related sections.**

Descriptions Used in this Manual

- Screenshots for the applications are from Windows 10 or Mac OS X v10.13.x. The content displayed on the screens varies depending on the model and situation.

- Illustrations used in this manual are for reference only. Although they may differ slightly from the actual product, the operating methods are the same.
Operating System References

Windows
In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", and "Windows XP" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- Microsoft® Windows® 10 operating system
- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 8 operating system
- Microsoft® Windows® 7 operating system
- Microsoft® Windows Vista® operating system
- Microsoft® Windows® XP operating system Service Pack 3
- Microsoft® Windows® XP Professional x64 Edition operating system Service Pack 2

Mac OS
In this manual, "Mac OS" is used to refer to macOS High Sierra, macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, Mac OS X v10.7.x, and Mac OS X v10.6.8.
Important Instructions

Safety Instructions

Read and follow these instructions to ensure safe use of this product. Make sure you keep this manual for future reference. Also, be sure to follow all warnings and instructions marked on the product.

- Some of the symbols used on your product are to ensure safety and proper use of the product. Visit the following Web site to learn the meaning of the symbols.
  
  http://support.epson.net/symbols

- 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 more than 10 cm between the back of the product and the wall.

- Place the product close enough to the computer for the interface cable to reach it easily. Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

- Do not use with wet hands.

- The USB cable should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.

- Use only the USB cable supplied with your product. Using any other USB cable could cause fire, electrical shock, or injury.

- The USB cable is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.

- 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.

- Never disassemble, modify, or attempt to repair the product, or product option by yourself except as specifically explained in the product's guides.

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

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

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

Restrictions on Copying

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

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.*

Responsible use of copyrighted materials:

Products can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.
Scanner Basics

Part Names and Functions

1. Input slot
   - Input the original.

2. Loophole
   - Connect straps.

3. USB port
   - USB bus power.
   - Connects a USB cable. To avoid causing any damage, do not add excessive force when connecting the USB cable to the USB port.

Buttons and Lights on the Control Panel

Buttons and Lights

1. Start and stop button
   - Starts or cancels scanning.
   - Press this when cleaning the inside of the scanner.
   - Exits Automatic Feeding Mode.

2. Automatic Feeding Mode light
   - The scanner is in Automatic Feeding Mode. Scanning starts when an original is placed in the input tray.
### Scanner Basics

<table>
<thead>
<tr>
<th>Light</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ready light</td>
<td>On (white) The scanner is ready to be used.</td>
</tr>
<tr>
<td></td>
<td>Flashing (white) The scanner is scanning, waiting to scan, processing, or sleeping.</td>
</tr>
<tr>
<td></td>
<td>Off The scanner cannot be used because the power is off.</td>
</tr>
<tr>
<td></td>
<td>On (Orange) An error has occurred.</td>
</tr>
</tbody>
</table>

**Note:**
To turn on the scanner, connect it to the computer with the USB cable.

### Information on Applications

This section introduces the application products available for your scanner. The latest application can be installed at the Epson Web site.

**Epson ScanSmart**

Epson ScanSmart is a document scanning application that allows you to easily scan and save the data in simple steps.

- You can scan and send information to a cloud service in three easy steps.
- You can automatically name the documents by using the scanned information.

These features allow you to save time when organizing documents.

**EPSON Software Updater**

EPSON Software Updater is an application that checks for new or updated applications on the internet and installs them.

You can also update the scanner's digital manual.

### Option Items and Consumables Information

**Carrier Sheet Codes**

Using a Carrier Sheet allows you to scan irregular shaped originals. You can scan originals larger than A4 size with a Carrier Sheet by folding it in half.

<table>
<thead>
<tr>
<th>Part name</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrier Sheet</td>
<td>B12B819451</td>
</tr>
<tr>
<td></td>
<td>B12B819471 (India only)</td>
</tr>
</tbody>
</table>
Maintenance Sheet Codes

Contains a Cleaning Sheet (wet type) and Cleaning Sheet (dry type) for use when cleaning inside the scanner, and a Calibration Sheet to adjust the scanned image quality.

<table>
<thead>
<tr>
<th>Part name</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance Sheet2</td>
<td>B12B819481</td>
</tr>
<tr>
<td></td>
<td>B12B819411 (India only)</td>
</tr>
</tbody>
</table>

* You can only use Maintenance Sheet with a code.
Specifications of Originals and Placing Originals

This section explains the specifications and conditions of originals that can be loaded in the scanner.

General Specifications for Originals being Scanned

Specifications of Standard Size Originals
These are the specifications for standard size originals that you can load into the scanner.

<table>
<thead>
<tr>
<th>Size</th>
<th>Measurement</th>
<th>Thickness</th>
<th>Paper Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4</td>
<td>210x297 mm (8.3x11.7 in.)</td>
<td>35 to 270 g/m²</td>
<td>Plain paper, Fine paper, Recycled paper</td>
</tr>
<tr>
<td>Letter</td>
<td>215.9x279.4 mm (8.5x11 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal</td>
<td>215.9x355.6 mm (8.5x14 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B5</td>
<td>182x257 mm (7.2x10.1 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A5</td>
<td>148x210 mm (5.8x8.3 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B6</td>
<td>128x182 mm (5.0x7.2 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A6</td>
<td>105x148 mm (4.1x5.8 in.)</td>
<td>46 to 270 g/m²</td>
<td></td>
</tr>
<tr>
<td>A7</td>
<td>74x105 mm (2.9x4.1 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A8</td>
<td>52x74 mm (2.1x2.9 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Card</td>
<td>55x89 mm (2.1x3.4 in.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Specifications of Originals and Placing Originals

<table>
<thead>
<tr>
<th>Size</th>
<th>Measurement</th>
<th>Thickness</th>
<th>Paper Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Cards</td>
<td>100×148 mm (3.9×5.8 in.)</td>
<td>35 to 270 g/m²</td>
<td>Plain paper, Fine paper, Recycled paper</td>
</tr>
</tbody>
</table>

Note:
- All originals must be flat at the leading edge.
- Make sure that curls on the leading edge of the originals are kept within the following range.
  - 1 and 2 must be 2 mm or less when 3 is equal to or more than 30 mm.

Specifications of Long Paper
These are the specifications for long paper that you can load into the scanner.

<table>
<thead>
<tr>
<th>Size</th>
<th>Thickness</th>
<th>Paper Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width: 50.8 to 216.0 mm</td>
<td>35 to 270 g/m²</td>
<td>Plain paper, Fine paper, Recycled paper</td>
</tr>
<tr>
<td>(2.0 to 8.5 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Length: 50.8 to 1828.8 mm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2.0 to 72.0 in.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Specifications for Receipts
These are the specifications for receipts that you can load into the scanner.

<table>
<thead>
<tr>
<th>Size</th>
<th>Thickness</th>
<th>Paper Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum: 76.2×355.6 mm</td>
<td>46 to 270 g/m²</td>
<td>Plain paper, Fine paper, Recycled paper</td>
</tr>
<tr>
<td>(3.0×14.0 in.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum: 76.2×76.2 mm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3.0×3.0 in.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Receipts need to be scanned using Automatic Feeding Mode. Only one receipt should be loaded at once and you need to hold the receipt for a good quality scan.

Specifications of Envelopes
These are the specifications for envelopes that you can load into the scanner.
Specifications of Originals and Placing Originals

<table>
<thead>
<tr>
<th>Measurement</th>
<th>Thickness</th>
</tr>
</thead>
<tbody>
<tr>
<td>120×235 mm (4.72×9.25 in.)</td>
<td>0.38 mm (0.015 in.) or less</td>
</tr>
<tr>
<td>92×165 mm (3.62×6.50 in.)</td>
<td></td>
</tr>
</tbody>
</table>

Specifications for Plastic Cards

These are the specifications for plastic cards that you can load into the scanner.

<table>
<thead>
<tr>
<th>Size</th>
<th>Card Type</th>
<th>Thickness</th>
<th>Loading Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO7810 ID-1 Type</td>
<td>With embossing</td>
<td>1.24 mm (0.05 in.) or less</td>
<td>Horizontal (landscape)</td>
</tr>
<tr>
<td>54.0×85.6 mm (2.1×3.3 in.)</td>
<td>Without embossing</td>
<td>1.0 mm (0.04 in.) or less</td>
<td></td>
</tr>
</tbody>
</table>

Note:
ISO7810 ID-1 size laminated cards (the thickness should be 0.6 mm (0.02 in.) or less) may not be scanned successfully.

Specifications of Irregular Shaped Originals

By using the Carrier Sheet, you can scan originals that are wrinkled, curled, very thin, or irregularly shaped.

<table>
<thead>
<tr>
<th>Size</th>
<th>Thickness</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to A4</td>
<td>0.3 mm (0.012 in.) or less</td>
<td>(excluding the thickness of the Carrier Sheet)</td>
</tr>
</tbody>
</table>

Types of Originals that Require Attention

The following types of originals may not be successfully scanned.

- Originals with an uneven surface such as letter head paper
- Originals with crinkles or fold lines
- Curled originals
- Coated paper
- Originals with punch holes
- Originals with folded corners

Note:
- To scan delicate originals or originals that are easily crinkled, use the Carrier Sheet.
- Try to flatten the curled originals before scanning.

Types of Originals that Must Not be Scanned

The following types of originals must not be scanned.

- Photos*
- Photo paper*
Specifications of Originals and Placing Originals

- Original with labels or stickers*
- Originals with sticky notes attached*
- Ripped originals*
- Originals with carbon paper on the back*
- Perforated originals*
- Originals with staples or paper clips
- Booklets
- Non-paper original (such as clear files, fabric, and metal foil)
- Originals with glue attached
- Heavily wrinkled or curled originals
- Transparent originals such as OHP film
- Originals with wet ink

**Note:**
- *You can only scan these originals by using the Carrier Sheet.
- Do not feed photos, valuable original artwork, or important documents that you do not want to damage or deface into the scanner directly. Misfeeding may wrinkle or damage the original. When scanning such originals, make sure you use the Carrier Sheet.

## Placing the Original

### Placing Standard Size Originals

Load the original into the left side of input slot facing up with the top edge facing into the scanner.
Slide the original into the input slot until it meets resistance.

**Note:**
We recommend loading originals (except plastic card) vertically into the scanner.
Related Information

- “Basic Scanning” on page 24
- “Advanced Scanning” on page 29

Placing Long Paper

Load the original straight into the left side of the input slot, facing up with the top edge facing into the scanner. Slide the original into the input slot until it meets resistance.
Specifications of Originals and Placing Originals

Note:
- You can scan long paper up to 1,828.8 mm (72 inches) in length with a resolution of 300 dpi or less.
- You need to specify the paper size in Epson ScanSmart.

Click ☐ Settings in Epson ScanSmart, Review Scans or on the Select Action window, and then click the Scanner Settings tab > Scan Settings button to open the Epson Scan 2 window.

There are three ways to specify the paper size. If the paper length is 863.6 mm (34 inches) or less, you can select Auto Detect (Long Paper) to detect the size automatically.

If the paper length is more than 863.6 mm (34 inches), you need to select Customize and enter the size of the paper.

You can either enter the width and height of the paper or use Detect paper length instead of entering the paper height.

- Support the long paper on the input side so that it does not drop out of the input slot, and on the output side so that the ejected paper does not fall from the output slot.

Related Information
- “Specifications of Originals” on page 13
- “Basic Scanning” on page 24
- “Advanced Scanning” on page 29

Placing Receipts

Supporting it by hand, load the receipt straight into the left side of the input slot, facing up with the top edge facing into the scanner.
Slide the receipt into the input slot until it meets resistance.

Note:
- Although there may be issues with the scanning quality, you can scan long receipts up to 1,828.8 mm (72 inches) in length at a resolution of 300 dpi.
- You need to specify the paper size in Epson ScanSmart.

Click Settings in Epson ScanSmart, Review Scans or on the Select Action window, and then click the Scanner Settings tab > Scan Settings button to open the Epson Scan 2 window.

There are three ways to specify the paper size. If the paper length is 863.6 mm (34 inches) or less, you can select Auto Detect (Long Paper) to detect the size automatically.

If the paper length is more than 863.6 mm (34 inches), you need to select Customize and enter the size of the paper.

You can either enter the width and height of the paper or use Detect paper length instead of entering the paper height.

Related Information
- “Scanning Different Sizes or Types of Originals One by One Continuously (Automatic Feeding Mode)” on page 29
- “Specifications of Originals” on page 13
- “Basic Scanning” on page 24
- “Advanced Scanning” on page 29

Placing Envelopes

Load envelopes into the left side of the input slot facing up making sure that the opened edge (flap side) of the envelope is facing to the side. For envelopes with the opened edge (flap side) on the shorter side, you can load the envelope with the bottom edge (non flap side) facing into the scanner.
Slide the envelope into the input slot until it meets resistance.

The envelope shown in the illustration has the opened edge (flap side) facing up, but you can also load envelopes into the scanner with the opened edge (flap side) facing down.

**Important:**

Do not load envelopes with adhesives on them.

**Note:**
- Envelopes that are not opened by cutting sharply at the flap edge may not be scanned correctly.
- Envelopes that have not yet been sealed can be loaded with the flap open and facing up.

**Related Information**

- “Specifications of Originals” on page 13
- “Basic Scanning” on page 24
- “Advanced Scanning” on page 29

**Placing Plastic Cards**

Load the plastic card into the left side of the input slot facing up and horizontally.
Slide the plastic card straight into the input slot until it meets resistance.

**Important:**

Do not load plastic cards vertically or at an angle.

**Related Information**

- “Specifications of Originals” on page 13
- “Basic Scanning” on page 24
- “Advanced Scanning” on page 29
Specifications of Originals and Placing Originals

Placing Irregular Shaped Originals

1. Place the Carrier Sheet with the illustration on the front edge facing up and place the original in the left side of the Carrier Sheet with the side to be scanned facing up.

2. Load the Carrier Sheet into the left side of input slot with the top edge facing into the scanner. Slide the Carrier Sheet into the input slot until it meets resistance.
Note:

- You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.
- If you cannot find an appropriate size for the original you want to scan in Document Size, try changing the setting.

Click Settings in Epson ScanSmart, Review Scans, or on the Select Action window, click the Scanner Settings tab > Scan Settings button > Document Size on the Epson Scan 2 window, and then select Auto Detect or Customize to create a custom document size.

When scanning a Carrier Sheet by selecting Auto Detect as the Document Size setting, the image is automatically scanned by applying Paper Skew as the Correct Document Skew setting.

- Only use the Carrier Sheet designed for your scanner.
Basic Scanning

Scanning Using a Scanner Button

You can scan using the button on your scanner.

**Note:**
- Make sure that Epson ScanSmart is installed on your computer and the scanner is connected to your computer correctly.

1. Place the originals on your scanner.
2. Press the button on the scanner.
   Scanning starts and Epson ScanSmart opens.

**Related Information**
- “Specifications of Originals and Placing Originals” on page 13
- “Buttons and Lights” on page 10
- “Epson ScanSmart” on page 11

Scanning and Saving Documents

This section explains how to scan and save to a PDF file.

See the Epson ScanSmart help for details on how to use the application.

1. Place the originals on your scanner.
2. Start Epson ScanSmart and then click SCAN.
   - Windows 10
     - Click the start button, and then select Epson Software > Epson ScanSmart.
   - Windows 8.1/Windows 8
     - Enter the application name in the search charm, and then select the displayed icon.
   - Windows 7
     - Click the start button, and then select All Programs > Epson Software > Epson ScanSmart.
3. Check the scanned images, and organize them if necessary.
   - You can also scan and add originals from **Scan more**.
   - You can use the buttons at the top of the screen to rotate or delete scanned images.
   - If you do not want to organize scanned images each time, select **Skip this screen next time**.
4. Click \textbf{Next}.

5. Click \textbf{Save} on the \textbf{Select Action} window.

6. Check or change the settings as necessary.
   The file is named automatically by detecting the date and subject.
The folder is also named automatically by detecting the subject in the original.

Note:

- You can change the file naming methods. Click Back to return to the Select Action window, and then click Settings. Click the File Name Settings tab to change the file naming methods.

- Check the following if the scanner detects a different date or subject.
  - The original has been placed straight into the input slot.
  - The original has clear text.

- When you select Searchable PDF as the File type setting, the Language list box is displayed. Select Other languages and then select the languages from the list on the OCR Language window.
7. Click Save.

The scanned image is saved to the specified folder.

**Related Information**

- “Specifications of Originals and Placing Originals” on page 13
- “Epson ScanSmart” on page 11
Advanced Scanning

Scanning Different Sizes or Types of Originals One by One Continuously (Automatic Feeding Mode)

You can scan different sizes or types of originals one by one using Automatic Feeding Mode. In this mode, the scanner starts scanning automatically when originals are loaded into the scanner.

1. Start Epson ScanSmart.
   - Windows 10
     Click the start button, and then select Epson Software > Epson ScanSmart.
   - Windows 8.1/Windows 8
     Enter the application name in the search charm, and then select the displayed icon.
   - Windows 7
     Click the start button, and then select All Programs > Epson Software > Epson ScanSmart.
   - Mac OS
     Select Go > Applications > Epson Software > Epson ScanSmart.

2. Click Settings in Epson ScanSmart, Review Scans or on the Select Action window.

3. Click Scan Settings on the Scanner Settings tab.
4. The **Epson Scan 2** window is displayed. Select **Automatic Feeding Mode** on the **Main Settings** tab.

5. Make other settings for scanning on the Epson Scan 2 main window.

6. Click **Save** and close the Settings window.

7. Place the original into the scanner until it is fed automatically.

8. Click **SCAN**.
   Automatic Feeding Mode starts.
Advanced Scanning

The light on the scanner turns on, and the Automatic Feeding Mode window is displayed on your computer.

9. After scanning stops, place the next original into the scanner. Repeat this procedure until you have scanned all originals.

10. After you have scanned all originals, press the button on the scanner to close Automatic Feeding Mode.

   Note:
   - You can also close Automatic Feeding Mode by pressing Finish on the Automatic Feeding Mode window displayed on your computer.
   - You can make timeout settings to finish Automatic Feeding Mode.

   The scanned image is saved to the folder you specified.

Related Information
⇒ “Specifications of Originals and Placing Originals” on page 13

Saving as Editable Files (Microsoft® Office)

You can save in the following Microsoft® Office formats.

- Microsoft® Word
- Microsoft® Excel®
- Microsoft® PowerPoint® (Windows only)

1. Place the originals on your scanner.

2. Press the button on the scanner to start scanning and open Epson ScanSmart.

   Note:
   - If you cannot start scanning from the button on the scanner, see link in Related Information at the end of the chapter.
   - You can also start scanning from your computer.
     Start Epson ScanSmart, and then click SCAN.

3. Check the scanned image and click Next.
4. Select where you want to save the data.

Note:
- If the screen for adding the Microsoft® Office plug-in is displayed, click OK.
- Save to PowerPoint® is not available for Mac OS.

5. Check or change the settings as necessary.
Advanced Scanning

Note: You can add OCR languages. Select Other languages from Language, and then select the languages you want to add from the list.

6. Click Save.

Related Information

⇒ “Scanning and Saving Documents” on page 24

Sending to a Cloud Service

You can save to the following cloud services.

- Google Drive
- Dropbox
Evernote

1. Place the originals on your scanner.

2. Press the button on the scanner to start scanning and open Epson ScanSmart.

   - If you cannot start scanning from the button on the scanner, see the link in Related Information at the end of the chapter.
   - You can also start scanning from your computer.
     Start Epson ScanSmart, and then click SCAN.

3. Check the scanned image and click Next.

4. Select where you want to send the data.
5. **Click Login** to login to your account.

6. Check or change the settings as necessary.
Advanced Scanning

Note:

- When you select Searchable PDF as the File type setting, the Language list box is displayed. Select Other languages and then select the languages from the list on the OCR Language window.

- Select Save a copy to computer if you want to save the data to your computer.

7. Click Send.
Advanced Scanning

Related Information

➤ “Scanning and Saving Documents” on page 24
Maintenance

Cleaning Outside the Scanner

Wipe off any stains on the outer case with a dry cloth or a cloth dampened with mild detergent and water.

**Important:**
- Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.
- Do not let water get inside the product. This could cause a malfunction to occur.
- Never open the scanner case.

1. Remove the USB cable.
2. Clean the outer case with a cloth dampened with mild detergent and water.

Cleaning Inside the Scanner

After using the scanner for a while, paper and room dust on the roller or the glass part inside the scanner may cause paper feed or scanned image quality problems. If this occurs, clean the inside of the scanner using the Cleaning Sheet that is exclusively for your product.

**Important:**
- Only use the Cleaning sheet supplied with your product, otherwise scanner components could be damaged.
- Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.
- Never spray any liquid or lubricant on the scanner. Damage to equipment or circuits may cause abnormal operations.
- Never open the scanner case.

1. Make sure that the product is connected to your computer and turned on.
2. Load the Cleaning sheet into the product.
3. Start Epson Scan 2 Utility.
   - Windows 10
     Click the start button, and then select **All apps > EPSON > Epson Scan 2 > Epson Scan 2 Utility.**
Maintenance

- Windows 8.1/Windows 8
  Start screen > Apps > Epson > Epson Scan 2 Utility.

- Windows 7
  Click the start button, and then select All Programs (or Programs) > EPSON > Epson Scan 2 > Epson Scan 2 Utility.

- Mac OS
  Select Go > Applications > EPSON Software > Epson Scan 2 Utility.

4. Click the Maintenance tab.

5. Click the Cleaning button.

Cleaning starts. Wait about 30 seconds.

The Cleaning sheet is ejected automatically when cleaning is complete.

Try repeating this procedure if the scanner is not cleaned at the first attempt.

Note:
- If dirt still remains, try using the Cleaning sheet (wet) sold as a Maintenance Sheet in the Epson store. Remove the Cleaning sheet (wet) from its bag, unfold it, and then follow the same steps as when cleaning the product using the Cleaning sheet. The Cleaning sheet (wet) can only be used once. If you cannot clean the product using the Cleaning sheet (wet), contact your Epson dealer. Do not disassemble your product. The best before date for the Cleaning sheet (wet) is approximately three years from the production date printed on the package.

- The Cleaning sheet, Cleaning sheet (wet), and Calibration sheet are available as a Maintenance Sheet from your nearest Epson store.

- The Cleaning sheet can be used more than once. However, if it begins to lose its effect, purchase a new Cleaning sheet.

- Cleaning does not start if the product’s batteries are running low.

Related Information

⇒ “Maintenance Sheet Codes” on page 12

Scanner Adjustment Using the Calibration Sheet

You can adjust the scanned image quality using the Calibration sheet supplied with your product.

Perform calibration in the following situations.

- The results are blurred
- The colors differ from the original
- The density differs from the original
- Vertical lines appear in the results

1. Make sure that the product is connected to your computer and turn on.
2. Load the Calibration sheet into the product.

*Note:*
Before loading the Calibration sheet into the scanner, make sure there is no dust or dirt on the Calibration sheet.

3. Start Epson Scan 2 Utility.
   - Windows 10
     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - Windows 8.1/Windows 8
     **Start** screen > **Apps** > **Epson** > **Epson Scan 2 Utility**.
   - Windows 7
     Click the start button, and then select **All Programs** (or **Programs**) > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - Mac OS
     Select **Go** > **Applications** > **EPSON Software** > **Epson Scan 2 Utility**.

4. Click the **Maintenance** tab.

5. Click the **Calibration** button.

   Calibration starts. Wait about one minute.

   The Calibration sheet is ejected automatically when calibration is complete.

   *Note:*
   - **If performing calibration does not improve the image quality, contact your Epson dealer.**
   - **You can use the Calibration sheet more than once.**
   - **The Cleaning sheet and the Calibration sheet are available as a Maintenance Sheet from your nearest Epson store.**
   - **Calibration does not start if the product's batteries are running low.**

**Related Information**

⇒ “Maintenance Sheet Codes” on page 12

**Energy Saving**

You can save energy by using the sleep mode when no operations are performed by the scanner. You can set the time period before the scanner enters sleep mode. Any increase will affect the product's energy efficiency. Consider the environment before making any changes.
1. Start Epson Scan 2 Utility.
   - Windows 10
     Click the start button, and then select EPSON > Epson Scan 2 > Epson Scan 2 Utility.
   - Windows 8.1/Windows 8
     Start screen > Apps > Epson > Epson Scan 2 Utility.
   - Windows 7
     Click the start button, and then select All Programs (or Programs) > EPSON > Epson Scan 2 > Epson Scan 2 Utility.
   - Mac OS
     Select Go > Applications > EPSON Software > Epson Scan 2 Utility.

2. Click the Power Save tab.

3. Set the Sleep Timer (minutes), and then click Set.

---

**Carrying the scanner**

When you need to carry or transport the scanner to move it or to make repairs, follow the steps below to pack the scanner.
**Caution:**

- Strong impacts may damage the scanner.
- Do not expose the scanner to direct sunlight or leave it near heaters, in locations subject to high temperatures such as inside a car, and so on. The heat may cause the body to deform.
- We recommend taking the scanner as hand luggage on airplanes. Contact your airline to confirm if you can take the device on their airplanes. Depending on handling at the airport, the scanner could be damaged by a strong impact.

1. Remove the USB cable.

2. When transporting the scanner, attach the packing materials that came with the scanner, and then repack the scanner in its original box or a sturdy box.

**Updating Applications and Firmware**

You may be able to clear certain problems and improve or add functions by updating the applications and the firmware. Make sure you use the latest version of the applications and firmware.

**Important:**

- Do not turn off the computer or the scanner while updating.

1. Make sure that the scanner and the computer are connected, and the computer is connected to the internet.

2. Start EPSON Software Updater, and update the applications or the firmware.
   - Windows 10
     Click the start button, and then select **Epson Software > EPSON Software Updater**.
   - Windows 8.1/Windows 8
     Enter the application name in the search charm, and then select the displayed icon.
   - Windows 7
     Click the start button, and then select **All Programs or Programs > Epson Software > EPSON Software Updater**.
   - Mac OS
     Select **Go > Applications > Epson Software > EPSON Software Updater**.

**Note:**

If you cannot find the application you want to update in the list, you cannot update using the EPSON Software Updater. Check for the latest versions of the applications on your local Epson website.

[http://www.epson.com](http://www.epson.com)
Solving Problems

Scanner Problems

Scanner Lights Indicate an Error

Check the following if the scanner lights indicate an error.

- Make sure there are no originals jammed in the scanner.
- Make sure the scanner is connected to your computer properly.
- If the firmware update fails and the scanner enters recovery mode, update the firmware again using a USB connection.
- Disconnect and then re-connect the USB cable to the computer. If this does not solve the problem, the scanner may be malfunctioning, or the light source in the scanner unit may need to be replaced. Contact your dealer.

Related Information

⇒ “Buttons and Lights” on page 10

The Scanner Does Not Turn On

- Make sure the USB cable is securely connected to the scanner and the computer.
- Connect the scanner directly to the computer's USB port. The scanner may not work properly when connected to the computer through one or more USB hubs.
- Use the USB cable that came with the scanner.
- Wait a second after connecting the USB cable. It may take a few seconds until the scanner turns on.

Problems Starting Scanning

Cannot Start Epson ScanSmart

Make sure the scanner is connected to your computer properly.

- Make sure the following applications are installed:
  - Epson ScanSmart
  - Epson Scan 2
  - Epson Event Manager

  If the applications are not installed, install them again.
Solving Problems

Note:
See the following to check your applications.
Windows 10: Right-click the start button or press and hold it, and then select Control Panel > Programs > Programs and Features.
Windows 8.1/Windows 8: Select Desktop > Settings > Control Panel > Programs > Programs and Features.
Windows 7: Click the start button and select Control Panel > Programs > Programs and Features.
Mac OS: Select Go > Applications > EPSON Software.

- Check the USB cable connection.
  - Make sure the USB cable is securely connected to the scanner and the computer.
  - Use the USB cable that came with the scanner.
  - Connect the scanner directly to the computer's USB port. The scanner may not work properly when connected to the computer through one or more USB hubs.
- Make sure the scanner is turned on.
- Wait until the status light stops flashing indicating that the scanner is ready to scan.
- If you are using any TWAIN-compliant applications, make sure that the correct scanner is selected as the scanner or source setting.

Related Information
⇒ “Scanning Using a Scanner Button” on page 24
⇒ “Installing Your Applications” on page 51

Removing Jammed Originals from the Scanner

If paper jams inside the scanner, slowly remove the jammed paper by gently pulling it in whichever direction offers the least resistance.
**Note:**

- If a piece of paper gets stuck in the roller and remains inside the scanner, remove it slowly with a pair of tweezers in the direction of the output slot. If you cannot remove it, contact your local dealer.
- Do not pull the jammed paper too forcefully, otherwise the document may be damaged slightly.

---

**The Originals Get Dirty**

Clean the inside of the scanner.

**Related Information**

- “Cleaning Inside the Scanner” on page 38

---

**Scanning Takes a Long Time**

- When the resolution is high, scanning may take some time.
- Computers with USB 2.0 (Hi-Speed) ports can scan faster than those with USB 1.1 ports. If you are using a USB 2.0 port with the scanner, make sure it meets the system requirements.
- When using security software, exclude the TWAIN.log file from monitoring, or set the TWAIN.log as a read-only file. For more information on your security software’s functions, see the help and so on supplied with the software. The TWAIN.log file is saved in the following locations.
  - Windows 10/Windows 8.1/ Windows 8/ Windows 7: 
    C:\Users\(user name)\AppData\Local\Temp

---

**Scanned Image Problems**

**Streaks Appear in the Scanned Image**

Streaks may appear in the image when trash or dirt gets into the scanner.

- Clean the inside of the scanner.
- Remove any trash or dirt that adheres to the original.
- Avoid operating the scanner in direct sunlight, otherwise streaks may appear in the image.

**Related Information**

- “Cleaning Inside the Scanner” on page 38

---

**Offset Appears in the Background of Images**

Images on the back of the original may appear in the scanned image.
When **Auto**, **Color**, or **Grayscale** is selected as the **Image Type**.

- Check that **Remove Background** is selected.
  
  Click **Settings** in **Epson ScanSmart, Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab on the Epson Scan 2 window > **Remove Background**.

- Check that **Text Enhancement** is selected.
  
  Click **Settings** in **Epson ScanSmart, Review Scans** or on the **Select Action** window > **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab in Epson Scan 2 window > **Text Enhancement**.

When **Black & White** is selected as the **Image Type**.

- Check that **Text Enhancement** is selected.
  
  Click **Settings** in **Epson ScanSmart, Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab on the Epson Scan 2 window > **Text Enhancement**.

- When **Black & White** is selected as the **Image Type**.

  Depending on the condition of your scanned image, click **Settings** and try setting a lower level for **Edge Enhancement** or a higher level for **Noise Reduction Level**.

### Scanned Image or Text is Blurred

You can adjust the appearance of the scanned image or text by increasing the resolution or adjusting the image quality.

- Try increasing the resolution and then scanning.
  
  Set the appropriate resolution for the purpose of your scanned image.

  Click **Settings** in **Epson ScanSmart, Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Main Settings** tab on the Epson Scan 2 window > **Resolution**.

- Check that **Text Enhancement** is selected.
  
  Click **Settings** in **Epson ScanSmart, Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab on the Epson Scan 2 window > **Text Enhancement**.

  Depending on the condition of your scanned image, click **Settings** and try setting a lower level for **Edge Enhancement** or a higher level for **Noise Reduction Level**.

- If you are scanning in JPEG format, try to change the compression level.
  
  Click **Settings** in **Epson ScanSmart, Review Scans** or on the **Select Action** window, and then click the **Save Settings** tab > **Options** button

### List of Recommended Resolutions to Suit Your Purpose

See the table and set the appropriate resolution for the purpose of your scanned image.
Moiré Patterns (Web-Like Shadows) Appear

If the original is a printed document, moiré patterns (web-like shadows) may appear in the scanned image.

- Check that **Descreening** is selected.

  Click **Settings** in Epson ScanSmart, Review Scans or on the Select Action window, and then click the Scanner Settings tab > Scan Settings button > Advanced Settings tab on the Epson Scan 2 window > Descreening.

- Change the resolution, and then scan again.

  Click **Settings** in Epson ScanSmart, Review Scans or on the Select Action window, and then click the Scanner Settings tab > Scan Settings button > Main Settings tab on the Epson Scan 2 window > Resolution.

**Related Information**

⇒ “List of Recommended Resolutions to Suit Your Purpose” on page 46

The Edge of the Original is Not Scanned when Automatically Detecting the Size of the Original

Depending on the original, the edge of the original may not scanned when automatically detecting the size of the original.

- Click **Settings** in Epson ScanSmart, Review Scans or on the Select Action window, and then click the Scanner Settings tab > Scan Settings button.

  In Epson Scan 2, select the **Main Settings** tab, and then select Document Size > Settings. On the Document Size Settings window, adjust Crop Margins for Size "Auto".
Depending on the original, the area of the original may not be detected correctly when using the Auto Detect feature. Select the appropriate size of the original from the Document Size list.

Click Settings in Epson ScanSmart, Review Scans or on the Select Action window, and then click the Scanner Settings tab > Scan Settings button.

In Epson Scan 2, click the Main Settings tab, and then click Document Size.

Note:
If the size of the original you want to scan is not on the list, select Customize, and then create the size manually.

Click Settings in Epson ScanSmart, Review Scans or on the Select Action window, and then click the Scanner Settings tab > Scan Settings button.

In Epson Scan 2, click the Main Settings tab, and then click Customize in Document Size.

Character is not Recognized Correctly

Check the following to increase the recognition rate of OCR (Optical Character Recognition).

- Check that the original is placed straight.
- Use an original with clear text. Text recognition may decline for the following types of originals.
  - Originals that have been copied several times
  - Originals received by fax (at low resolutions)
  - Originals where the letter spacing or line spacing is too small
  - Originals with ruled lines or underlining over the text
  - Originals with hand written text
  - Originals with creases or wrinkles
- Paper type made of thermal paper such as receipts may deteriorate due to age or friction. Scan them as soon as possible.
- When saving to Microsoft® Office or Searchable PDF files, check that the correct languages are selected.
  - Check the Language in each save setting window.

Related Information
- “Scanned Image or Text is Blurred” on page 46
- “Saving as Editable Files (Microsoft® Office)” on page 31

Expanding or Contracting the Scanned Image

When expanding or contracting the scanned image, you can adjust the expansion ratio by using the Adjustments feature in Epson Scan 2 Utility. This feature is only available for Windows.

Note:
Epson Scan 2 Utility is one of the applications supplied with the scanner software.

1. Start Epson Scan 2 Utility.
   - Windows 10
     - Click the start button, and then select EPSON > Epson Scan 2 > Epson Scan 2 Utility.
Solving Problems

- **Windows 8.1/Windows 8**
  Enter the application name in the search charm, and then select the displayed icon.
- **Windows 7**
  Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

2. Select the **Adjustments** tab.

3. Use **Expansion/Contraction** to adjust the expansion ratio for scanned images.

4. Click **Set** to apply the settings to the scanner.

**The Scanned Image of the Plastic Card is Enlarged**

Change the orientation of the card and then scan it again. If it still does not improve, remove any dirt on the card and use the Cleaning sheet to clean inside the scanner.

**Related Information**

⇒ “Cleaning Inside the Scanner” on page 38

**Cannot Solve Problems in the Scanned Image**

If you have tried all of the solutions and have not solved the problem, initialize the application settings by using Epson Scan 2 Utility.

**Note:**
*Epson Scan 2 Utility is one of the applications supplied with the scanner software.*

1. Start Epson Scan 2 Utility.
   - **Windows 10**
     Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.
   - **Windows 8.1/Windows 8**
     Enter the application name in the search charm, and then select the displayed icon.
   - **Windows 7**
     Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - **Mac OS**
     Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.

2. Select the **Other** tab.

3. Click **Reset**.

**Note:**
*If initialization does not solve the problem, uninstall and re-install Epson Scan 2.*
Uninstalling and Installing Applications

Uninstalling Your Applications

You may need to uninstall and then reinstall your applications to solve certain problems or if you upgrade your operating system. Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Your Applications for Windows

1. Quit all running applications.

2. Disconnect the scanner from your computer.

3. Open the Control Panel:
   - Windows 10
     Right-click the start button or press and hold it, and then select Control Panel.
   - Windows 8.1/Windows 8
     Select Desktop > Settings > Control Panel.
   - Windows 7
     Click the start button and select Control Panel.

4. Open Uninstall a program (or Add or Remove Programs):
   - Windows 10/Windows 8.1/Windows 8/Windows 7
     Select Uninstall a program in Programs.
   - Click Add or Remove Programs.

5. Select the application you want to uninstall.

6. Uninstall the applications:
   - Windows 10/Windows 8.1/Windows 8/Windows 7
     Click Uninstall/Change or Uninstall.
   - Click Change/Remove or Remove.

   *Note:*
   If the User Account Control window is displayed, click Continue.

7. Follow the on-screen instructions.

   *Note:*
   A message may be displayed prompting you to restart your computer. If it is displayed, make sure I want to restart my computer now is selected, and then click Finish.
Uninstalling Your Applications for Mac OS

Note:
Make sure you installed EPSON Software Updater.

1. Download the Uninstaller using EPSON Software Updater.
   Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.

2. Disconnect the scanner from your computer.

3. To uninstall the scanner driver, select System Preferences from the menu > Printers & Scanners (or Print & Scan, Print & Fax), and then remove the scanner from the enabled scanner list.

4. Quit all running applications.

5. Select Go > Applications > Epson Software > Uninstaller.

6. Select the application you want to uninstall, and then click Uninstall.

   Important:
The Uninstaller removes all drivers for Epson scanners on the computer. If you use multiple Epson scanners and you only want to delete some of the drivers, delete all of them first, and then install the necessary scanner drivers again.

   Note:
   If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select Go > Applications > Epson Software, select the application you want to uninstall, and then drag it to the trash icon.

Installing Your Applications

Follow the steps below to install the necessary applications.

Note:
❏ Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.
❏ When reinstalling applications, you need to uninstall them first.

1. Quit all running applications.

2. When installing Epson ScanSmart, disconnect the scanner and the computer temporarily.

   Note:
   Do not connect the scanner and the computer until you are instructed to do so.

3. Install the application by following the instructions on the Website below.
   http://epson.sn

   Note:
   For Windows, you can also use the software disc that came with the scanner.
## Technical Specifications

### General Scanner Specifications

*Note: Specifications are subject to change without notice.*

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanner type</td>
<td>Portable sheet-feed, simplex A4 color scanner</td>
</tr>
<tr>
<td>Photoelectric device</td>
<td>CIS</td>
</tr>
<tr>
<td>Effective pixels</td>
<td>5,100×8,400 at 600 dpi&lt;br&gt;2,550×21,600 at 300 dpi (long paper)</td>
</tr>
<tr>
<td>Light source</td>
<td>RGB LED</td>
</tr>
<tr>
<td>Scanning resolution</td>
<td>600 dpi (main scan)&lt;br&gt;600 dpi (sub scan)</td>
</tr>
<tr>
<td>Output resolution</td>
<td>50 to 1,200 dpi (in 1 dpi increments)*1</td>
</tr>
<tr>
<td>Document Size</td>
<td>Max: 216×1,828.8 mm (8.5×72 in.)&lt;br&gt;Min: 50.8×50.8 mm (2×2 in.)</td>
</tr>
<tr>
<td>Paper input</td>
<td>Face-up loading</td>
</tr>
<tr>
<td>Paper output</td>
<td>Face-up ejection</td>
</tr>
<tr>
<td>Paper capacity</td>
<td>1 sheet (80g/m²)</td>
</tr>
<tr>
<td>Color Depth</td>
<td>Color&lt;br&gt;48 bits per pixel internal (16 bits per pixel per color internal)&lt;br&gt;24 bits per pixel external (8 bits per pixel per color external)&lt;br&gt;Grayscale&lt;br&gt;16 bits per pixel internal&lt;br&gt;8 bits per pixel external&lt;br&gt;Black and white&lt;br&gt;16 bits per pixel internal&lt;br&gt;1 bit per pixel external</td>
</tr>
<tr>
<td>Interface</td>
<td>USB 2.0 (Hi-speed USB)</td>
</tr>
</tbody>
</table>

*1 50 to 300 dpi (355.6 to 1,828.8 mm (14 to 72 in.) in length)
### Dimensional Specifications

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Width: 272 mm (10.7 in.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Depth: 47 mm (1.9 in.)</td>
</tr>
<tr>
<td></td>
<td>Height: 34.3 mm (1.4 in.)*</td>
</tr>
<tr>
<td>Weight</td>
<td>Approx. 0.27 kg (0.6 lb)</td>
</tr>
</tbody>
</table>

* Without protruding parts.

### Electrical Specifications

#### Scanner Electrical Specifications

<table>
<thead>
<tr>
<th>Power Consumption</th>
<th>Operating: Approx. 2.1 W</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ready mode: Approx. 1.1 W</td>
</tr>
<tr>
<td></td>
<td>Sleep mode: Approx. 0.4 W</td>
</tr>
<tr>
<td></td>
<td>Power off: 0.1 W or below</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rated DC Input Power Supply Voltage</th>
<th>DC 5 V</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rated DC Input Current</td>
<td>0.5 A</td>
</tr>
</tbody>
</table>

### Environmental Specifications

<table>
<thead>
<tr>
<th>Temperature</th>
<th>When operating</th>
<th>5 to 35 °C (41 to 95 °F)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>When stored</td>
<td>–25 to 60 °C (–13 to 140 °F)</td>
</tr>
<tr>
<td>Humidity</td>
<td>When operating</td>
<td>10 to 85% (without condensation)</td>
</tr>
<tr>
<td></td>
<td>When stored</td>
<td>10 to 90% (without condensation)</td>
</tr>
</tbody>
</table>

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

### System Requirements

<table>
<thead>
<tr>
<th>Windows</th>
<th>Windows 10 (32-bit, 64-bit)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows 8.1 (32-bit, 64-bit)</td>
</tr>
<tr>
<td></td>
<td>Windows 8 (32-bit, 64-bit)</td>
</tr>
<tr>
<td></td>
<td>Windows 7 (32-bit, 64-bit)</td>
</tr>
</tbody>
</table>
# Technical Specifications

<table>
<thead>
<tr>
<th>Mac OS*1 *2</th>
<th>macOS High Sierra</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>macOS Sierra</td>
</tr>
<tr>
<td></td>
<td>OS X El Capitan</td>
</tr>
</tbody>
</table>

*1 Fast User Switching on Mac OS or later is not supported.

*2 The UNIX File System (UFS) for Mac OS is not supported.
Standards and Approvals

Standards and Approvals for U.S. Model

<table>
<thead>
<tr>
<th>Safety</th>
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<td>FCC Part 15 Subpart B Class B</td>
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Standards and Approvals for European Model

The following model is CE marked and in compliance with all the applicable EU Directives. For further details, visit the following website to access the full declaration of conformities containing reference to the Directives and harmonized standards used to declare conformity.

http://www.epson.eu/conformity

J421B

To comply with RF exposure compliance requirements, a distance of at least 20 cm must be maintained at all times between this unit and people in the vicinity.

Standards and Approvals for Australian Models

| EMC             | AS/NZS CISPR32 Class B          |

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Where to Get Help

Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

http://support.epson.net/

http://www.epson.eu/Support (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number
  (The serial number label is usually on the back of the product.)
- Product model
- Product software version
  (Click About, Version Info, or a similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Note:
Depending on the product, the dial list data for fax and/or network settings may be stored in the product's memory. Due to breakdown or repair of a product, data and/or settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

Check your Pan-European Warranty Document for information on how to contact Epson support.
Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web
http://www.epson.com.tw
Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk
Phone: +886-2-80242008
Our HelpDesk team can help you with the following over the phone:
- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Repair service center:
http://www.tekcare.com.tw/branchMap.page
TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL
http://www.epson.com.au
Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk
Phone: 1300-361-054
Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product
Epson recommends retaining product packaging for future transportation.
Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web
http://www.epson.com.sg
Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk
Toll Free: 800-120-5564
Our HelpDesk team can help you with the following over the phone:
- Sales enquiries and product information
- Product usage questions or problem troubleshooting
- Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web
http://www.epson.co.th
Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre
Phone: 66-2685-9899
Email: support@eth.epson.co.th
Our Call Centre team can help you with the following over the phone:
- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center
65 Truong Dinh Street, District 1, Hochiminh City, Vietnam.
Phone(Ho Chi Minh City): 84-8-3823-9239, 84-8-3825-6234
29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam
Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

http://www.epson.co.id

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: +62-1500-766
Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

- Sales enquiries and product information
- Technical support

Epson Service Center

<table>
<thead>
<tr>
<th>Province</th>
<th>Company Name</th>
<th>Address</th>
<th>Phone E-mail</th>
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<tbody>
<tr>
<td>DKI JAKARTA</td>
<td>ESS JAKARTA MANGGADUA</td>
<td>Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA</td>
<td>(+6221) 62301104 <a href="mailto:jkt-admin@epson-indonesia.co.id">jkt-admin@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>NORTH SUMATERA</td>
<td>ESC MEDAN</td>
<td>Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - North Sumatera</td>
<td>(+6261) 42066090 / 42066091 <a href="mailto:mdn-adm@epson-indonesia.co.id">mdn-adm@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>WEST JAWA</td>
<td>ESC BANDUNG</td>
<td>Jl. Cihampelas No. 48 A Bandung Jawa Barat 40116</td>
<td>(+6222) 4207033 <a href="mailto:bdg-admin@epson-indonesia.co.id">bdg-admin@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>DI YOGYAKARTA</td>
<td>ESC YOGYAKARTA</td>
<td>YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY</td>
<td>(+6274) 581065 <a href="mailto:ygy-admin@epson-indonesia.co.id">ygy-admin@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>EAST JAWA</td>
<td>ESC SURABAYA</td>
<td>Hitech Mall Lt. 2 Block A No. 24 Jl. Kusuma Bangsa No. 116 - 118 Surabaya - JATIM</td>
<td>(+6231) 5355035 <a href="mailto:sby-admin@epson-indonesia.co.id">sby-admin@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>SOUTH SULAWESI</td>
<td>ESC MAKASSAR</td>
<td>Jl. Cendrawasih NO. 3A, kunjung mae, mariso, MAKASSAR - SULSEL 90125</td>
<td>(+62411) 8911071 <a href="mailto:mksr-admin@epson-indonesia.co.id">mksr-admin@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>WEST KALIMANTAN</td>
<td>ESC PONTIANAK</td>
<td>Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat</td>
<td>(+62561) 735507 / 767049 <a href="mailto:pontianak-admin@epson-indonesia.co.id">pontianak-admin@epson-indonesia.co.id</a></td>
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Where to Get Help

<table>
<thead>
<tr>
<th>Province</th>
<th>Company Name</th>
<th>Address</th>
<th>Phone</th>
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<tr>
<td>RIAU</td>
<td>ESC PEKANBARU</td>
<td>Jl. Tuanku Tambusai No.459A Pekanbaru Riau</td>
<td>(+62761) 8524695</td>
<td><a href="mailto:pkb-admin@epson-indonesia.co.id">pkb-admin@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>DKI JAKARTA</td>
<td>ESS JAKARTA</td>
<td>Wisma Kei Lt. 1 Jl. Jenderal Sudirman Kav. 3 Jakarta Pusat - DKI JAKARTA 10220</td>
<td>(+6221) 5724335</td>
<td><a href="mailto:ess@epson-indonesia.co.id">ess@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>EAST JAWA</td>
<td>ESS SURABAYA</td>
<td>Ruko Surya Inti Jl. Jawa No 2-4 Kav. 29 Surabaya - Jawa Timur</td>
<td>(+6231) 5014949</td>
<td><a href="mailto:esssby@epson-indonesia.co.id">esssby@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>BANTEN</td>
<td>ESS SERPONG</td>
<td>Ruko Mall WTC Mahatahi No. 953, Serpong-Banten</td>
<td>(+6221) 53167051 / 53167052</td>
<td><a href="mailto:estag@epson-indonesia.co.id">estag@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>CENTRAL JAWA</td>
<td>ESS SEMARANG</td>
<td>Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No 970 Semarang - JAWA TENGAH</td>
<td>(+6224) 8313807 / 8417935</td>
<td><a href="mailto:esssmg@epson-indonesia.co.id">esssmg@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>EAST KALIMANTAN</td>
<td>ESC SAMARINDA</td>
<td>Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM</td>
<td>(+62541) 7272904</td>
<td><a href="mailto:escsmnd@epson-indonesia.co.id">escsmnd@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>SOUTH SUMATERA</td>
<td>ESC PALEMBANG</td>
<td>Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan</td>
<td>(+62711) 311330</td>
<td><a href="mailto:esclplg@epson-indonesia.co.id">esclplg@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>EAST JAVA</td>
<td>ESC JEMBER</td>
<td>JL. Panglima Besar Sudirman Ruko no.1D Jember-Jawa Timur (Depan Balai Penelitian &amp; Pengolahan Kakao)</td>
<td>(+62331) 488373 / 486468</td>
<td><a href="mailto:jmr-admin@epson-indonesia.co.id">jmr-admin@epson-indonesia.co.id</a></td>
</tr>
<tr>
<td>NORTH SULAWESI</td>
<td>ESC MANADO</td>
<td>Tekno Megamall Lt LG 11 TK 21, Kawasan Megamas Boulevard, Jl Piere Tendean, Manado - SULUT 95111</td>
<td>(+62431) 8890996</td>
<td><a href="mailto:MND-ADMIN@EPSON-INDONESIA.CO.ID">MND-ADMIN@EPSON-INDONESIA.CO.ID</a></td>
</tr>
</tbody>
</table>

For other cities not listed here, call the Hot Line: 08071137766.

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

http://www.epson.com.hk

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers
Technical Support Hotline
You can also contact our technical staff at the following telephone and fax numbers:
Phone: 852-2827-8911
Fax: 852-2827-4383

Help for Users in Malaysia
Contacts for information, support, and services are:

World Wide Web
http://www.epson.com.my
- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre
Phone: +60 1800-8-17349
- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair services and warranty

Head Office
Phone: 603-56288288
Fax: 603-5628 8388/603-5621 2088

Help for Users in India
Contacts for information, support, and services are:

World Wide Web
http://www.epson.co.in
Information on product specifications, drivers for download, and products enquiry are available.

Helpline
- Service, product information, and ordering consumables (BSNL Lines)
  Toll-free number: 18004250011
  Accessible 9am to 6pm, Monday through Saturday (Except public holidays)
- Service (CDMA & Mobile Users)
  Toll-free number: 186030001600
  Accessible 9am to 6pm, Monday through Saturday (Except public holidays)
Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

**World Wide Web**

http://www.epson.com.ph

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

**Epson Philippines Customer Care**

Toll Free: (PLDT) 1-800-1069-37766
Toll Free: (Digital) 1-800-3-0037766
Metro Manila: (+632)441-9030
Web Site: https://www.epson.com.ph/contact
E-mail: customercare@epc.epson.som.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:
- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

**Epson Philippines Corporation**

Trunk Line: +632-706-2609
Fax: +632-706-2663