EPSON

DS-1730
User's Guide

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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.

To view user manuals, visit the following website and search for your model:

https://epson.com/support (U.S.)

https://epson.ca/support (Canada)

https://latin.epson.com/support (Latin America)

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

http://support.epson.net/ (Other Regions)

❏ Start Here (paper manual)

 Provides information on setting up the scanner.

❏ **This guide "User's Guide"** (digital manual)

 Provides instructions on using the product, maintenance, and solving problems.

As well as the manuals above, various manuals and help are included in the 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 macOS High Sierra. 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 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", and "Windows Server 2008" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

❏ Microsoft® Windows® 11 operating system

❏ Microsoft® Windows® 10 operating system

❏ Microsoft® Windows® 8.1 operating system

❏ Microsoft® Windows® 8 operating system

❏ Microsoft® Windows® 7 operating system

❏ Microsoft® Windows Server® 2022 operating system

❏ Microsoft® Windows Server® 2019 operating system

❏ Microsoft® Windows Server® 2016 operating system

❏ Microsoft® Windows Server® 2012 R2 operating system

❏ Microsoft® Windows Server® 2012 operating system

❏ Microsoft® Windows Server® 2008 R2 operating system

❏ Microsoft® Windows Server® 2008 operating system

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9 or later as well as macOS 11 or later.

Copyright

The contents of this manual and the specifications of this product are subject to change without notice.

Trademarks

❑ Microsoft, Windows, and Windows Server are trademarks of the Microsoft group of companies.

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

❑ Evernote is a registered trademark or trademark of the Evernote Corporation in the United States.

❑ General Notice: All other trademarks are the property of their respective owners and used for identification purposes only.

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 (3.94 in.) between the back of the product and the wall.

❏ Avoid places subject to dust, shocks, or vibrations.

❏ Place the product close enough to the computer for the interface cable to reach it easily. Do not place or store the product or the power cord 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 the product with wet hands.

❏ Place the product near an electrical outlet where the power cord plug can be easily unplugged.

❏ The power cord 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 power cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.

❏ Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.

❏ Use only the type of power source indicated on the product's label, and always supply power directly from a standard domestic electrical outlet.

❏ 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.

❏ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

❏ If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

❏ Never disassemble, modify, or attempt to repair the 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.

❏ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

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

❏ Unplug the product and the power cord before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners.

❏ If you are not going to use the product or options for a long period, be sure to unplug the power cord from the electrical outlet.

❑ If the power cord that comes with your product has a grounding pin, connect the scanner to a grounded outlet. Failure to follow this instruction may result in fire or electric shock.

❑ Do not place heavy objects on the scanner glass and do not press the glass with too much force.

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.

Product Features

Auto Cropping for Multiple Originals

When scanning from the scanner glass, you can scan multiple originals at once without having to scan them one by one. They are automatically cropped into separate images and saved.

This feature supports not only standard-sized originals but also irregularly shaped items such as receipts, invoices, and photos of various sizes.
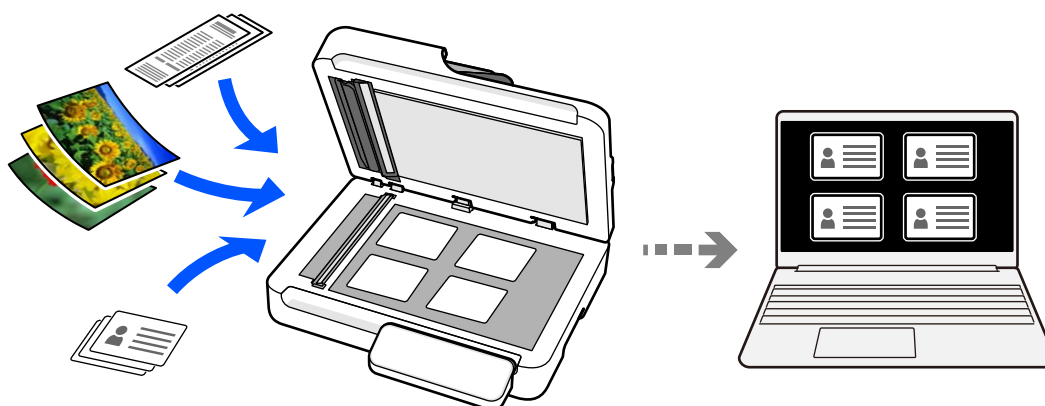
Related Information

Capable of Scanning Various Types of Originals

Two methods are available for scanning various types of originals: the ADF (Automatic Document Feeder) and the scanner glass.

❑ ADF: Suitable for scanning large volumes of originals or long paper.

❑ Scanner glass: Suitable for delicate documents, photos, ID cards, booklets, and other items that cannot be scanned using the ADF.

You can also perform continuous scanning by combining the ADF and the scanner glass. The auto size detection feature saves originals as a single file at the appropriate size, allowing you to efficiently select the optimal scanning method for each original.
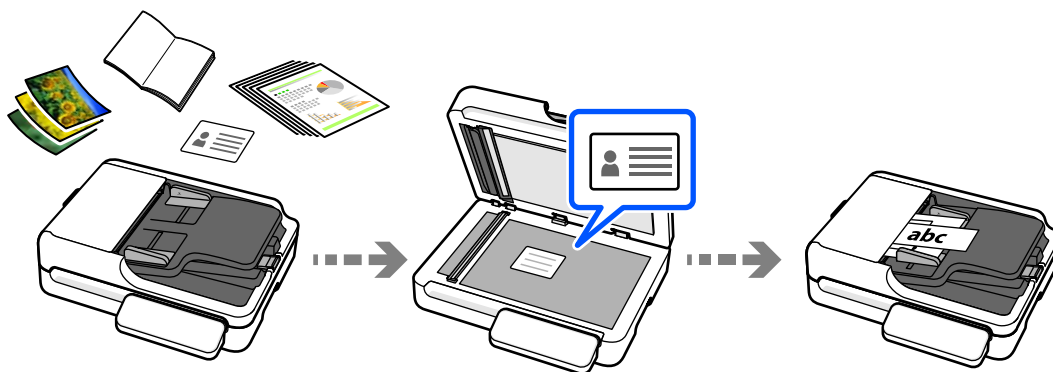
Related Information

➡ "Specifications and Placing of Originals" on page 21

➡ "Using the ADF and Scanner Glass Together in a Single Scan" on page 40

Paper Protection to Reduce Damage to the Originals

This scanner comes with a paper protection feature. If the sensor detects an error, such as when scanning a document in the ADF that has been stapled, it will stop scanning to prevent damage to the document that could be caused by a paper jam.
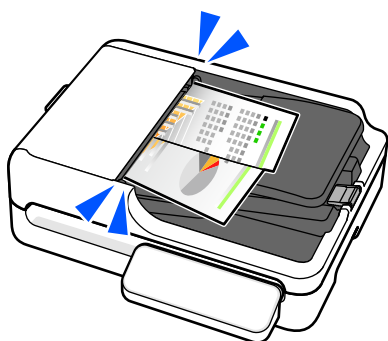
Related Information

➡ "Setting the Document Protection Feature" on page 65

Notification of Dirt on the ADF

This scanner can detect dirt on the glass surface of the ADF (the scanning sensor), and notify you that you need to clean the glass surface before dirt can cause lines (streaks) in the scanned images.

You can easily keep the glass surface clean, and avoid a decline in image quality.

This feature is off by default.
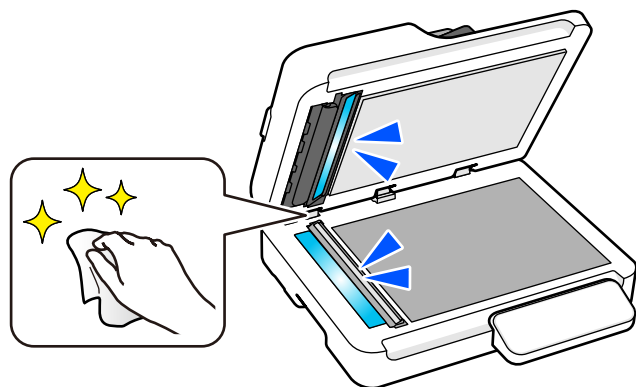
Related Information

➡ "Setting the Glass Surface Stain Detection Feature" on page 64

➡ "Cleaning the ADF" on page 68

Scanner Basics

Part Names and Functions

Note:
The label is attached to the top or side of the product. Under special conditions permitted by regulations, the label is attached to the bottom of the product or under the cover.

Front
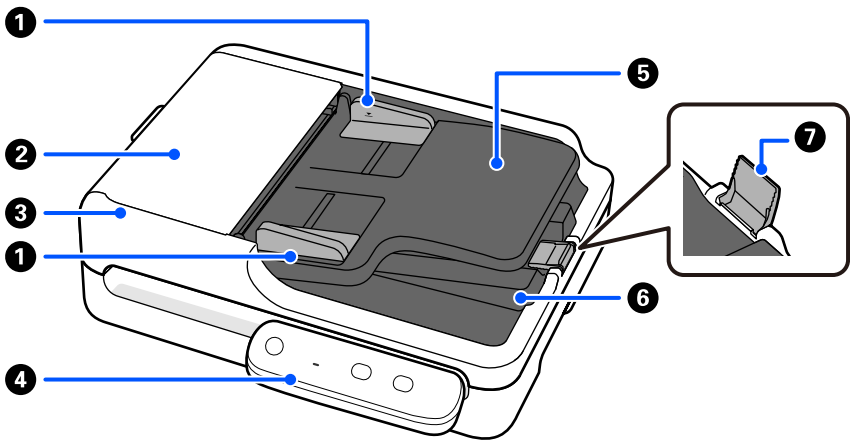
❶	Edge guides	Use guides to support the original in the input tray to facilitate smooth feeding. Slide to the edges of the originals.
❷	ADF cover	Open it when cleaning the ADF or removing jammed paper.
❸	ADF (Automatic Document Feeder)	Feeds loaded originals automatically.
❹	Control panel	Displays the scanner's status and performs scanner operations.
❺	Input tray	Loads originals.
❻	Output tray	Holds originals ejected from the scanner.
❼	Stopper	Prevents ejected originals from falling from the output tray.
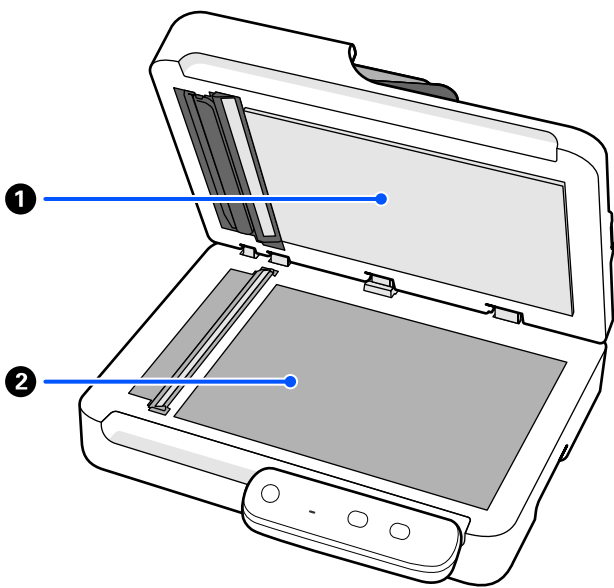
❶	Document cover	Blocks external light while scanning.
❷	Scanner glass	Place originals that you cannot feed using the ADF.

Side / Rear
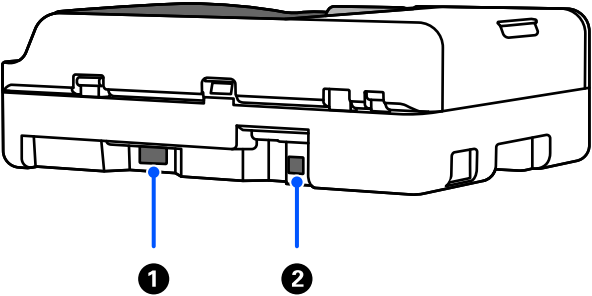
❶	AC inlet	Connect the power cord.
❷	USB port	Connect a USB cable.

Related Information

➡ "Cleaning the Scanner Glass" on page 73

Buttons and Lights on the Control Panel

Buttons and Lights
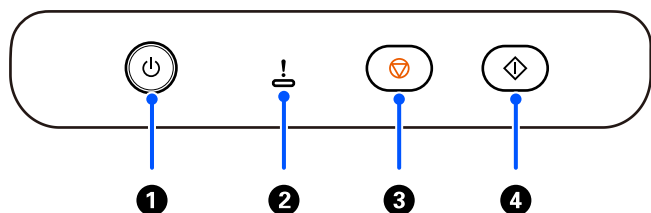
❶	⏻	Power button/ light	Turns the scanner on or off. Do not turn off the scanner while the light is flashing because the scanner is operating or processing a data.
❷	!	Error light	Indicates an error has occurred. See "Error Indicators" for more details.
❸	⬡	Stop button	Cancels scanning.
❹	◇	Start button	Starts scanning.

Related Information

➡

Error Indicators

Indicator	Status	Solutions
⏻ Off ! Flashing	Originals are jammed in the ADF.	Open the ADF cover and remove the jammed originals. Close the ADF cover to clear the error. Load the originals again.
⏻ Off ! On	The ADF cover is open.	Close the ADF cover.
	The scanner has started in recovery mode because the firmware update failed.	Follow the steps below to try to update the firmware again. 1. Connect the computer and the scanner with a USB. 2. Download the latest firmware from the Epson home page, and then start the update.
⏻ Flashing fast ! Flashing fast	A fatal error has occurred.	Turn the power off and on again. If the error continues to occur, contact your local dealer. In the U.S., Canada, and Latin America, contact Epson Support.

Related Information

Information on Applications

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

Application for Scanning Documents (Document Capture Pro / Document Capture)

Document Capture Pro[*] is an application that allows you to efficiently scan originals such as documents.

You can register a set of operations, such as Scan-Save-Send, as a "job". By registering a series of operations in advance as a job, you can perform all of the operations by simply selecting the job. By assigning a job to the button on scanner's control panel, you can start a job by pressing the button.

See the Document Capture Pro help (Windows) or Document Capture (Mac OS) for details on using the application.

* This name is for Windows. For Mac OS, the name is Document Capture.

Starting on Windows

❑ Windows 11

Click the start button, and then select **All apps** > **Epson Software** > **Document Capture Pro**.

❑ Windows 10

Click the start button, and then select **Epson Software** > **Document Capture Pro**.

❑ 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** > **Document Capture Pro**.

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **Document Capture**.

Application for Controlling the Scanner (Epson Scan 2)

Epson Scan 2 is a scanner driver that allows you to control the scanner. You can adjust the size, resolution, brightness, contrast, and quality of the scanned image. You can also start this application from a TWAIN-compliant scanning application.

See the Epson Scan 2 help for details on using the application.

Starting on Windows

Note:
*For Windows Server operating systems, make sure the **Desktop Experience** feature is installed.*

❏ Windows 11/Windows Server 2022

Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2**.

❏ Windows 10/Windows Server 2016/Windows Server 2019

Click the start button, and then select **EPSON** > **Epson Scan 2**.

❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7/Windows Server 2008 R2/Windows Server 2008

Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2**.

Starting on Mac OS

Select **Go** > **Application** > **Epson Software** > **Epson Scan 2**.

Application for Updating Software and Firmware (EPSON Software Updater)

EPSON Software Updater is an application that installs new software, and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in EPSON Software Updater's auto update settings.

Note:
Windows Server operating systems are not supported.

Starting on Windows

❏ Windows 11

Click the start button, and then select **All apps** > **Epson Software** > **EPSON Software Updater**.

❏ 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** > **Epson Software** > **EPSON Software Updater**.

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

Software for Managing Devices on the Network (Epson Device Admin)

Epson Device Admin is a multifunctional application software that manages the device on the network.

The following functions are available.

❏ Monitor or manage up to 2,000 printers or scanners over the segment

❏ Make a detailed report, such as for the consumable or product status

❏ Update the firmware of the product

❏ Introduce the device to the network

❏ Apply the unified settings to multiple devices.

You can download Epson Device Admin from Epson support website. For more information, see the documentation or help of Epson Device Admin.

Application for Creating Driver Packages (EpsonNet SetupManager)

EpsonNet SetupManager is a software to create a package for a simple scanner installation, such as installing the scanner driver and so on. This software allows the administrator to create unique software packages and distribute them among groups.

For more information, visit your regional Epson website.

http://www.epson.com

Option Items and Consumables Information

Cleaning Kit Codes

Use this when cleaning inside the ADF. This kit is composed of cleaning liquid and a cleaning cloth.

Part name	Codes
Cleaning Kit	B12B819291

Related Information

➡ "Cleaning the ADF" on page 68

Specifications and Placing of Originals

Placing Originals into the ADF

General Specifications for Originals being Scanned (ADF)

❏ Plain paper

❏ Fine paper

❏ Recycled paper

❏ Thermal paper

The loadable size varies depending on the type of the originals, the scanning resolution, and the scanning method.

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.*

  ❶ *must be 5 mm (0.2 in.) or less.*

  ❷ *must be 3 mm (0.12 in.) or less.*

  ❸ *must be equal to or greater than ❷ if ❶ or ❷ is 1 mm (0.04 in.) or less. If ❶ or ❷ is greater than 1 mm (0.04 in.), it should be at least 10 times the size of ❷.*
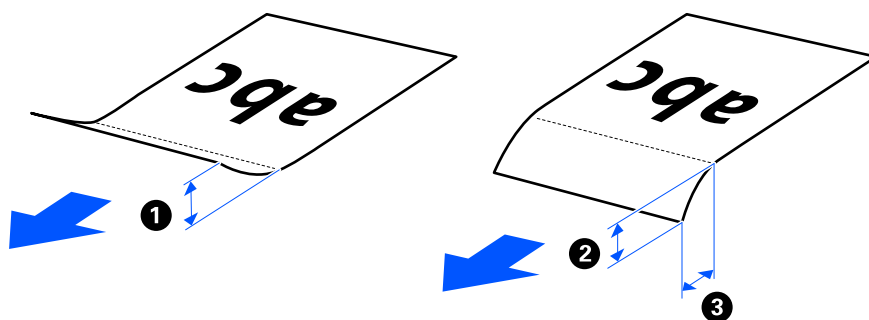
❏ *Even when the original meets the specifications for originals that can be placed in the ADF, it may not feed from the ADF depending on the paper properties or quality. Additionally, some originals may decrease the scan quality.*

  For these types of originals, use the scanner glass.

Related Information

➡ "Standard Size Originals" on page 24
➡ "Long Paper" on page 27
➡ "Mixture of Originals" on page 30

Types of Originals that Require Attention (ADF)

The following types of originals may not be successfully scanned using the ADF. If you cannot scan using the ADF, use the scanner glass.

❏ Originals with an uneven surface such as letter head paper

❏ Originals with wrinkles or fold lines

❏ Perforated originals

❏ Original with labels or stickers

❏ Carbon-less papers

❏ Curled originals

❏ Coated paper

> ⚠ *Important:*
>
> *Carbon-less paper contains chemical substances that may damage the rollers inside the scanner. If you scan carbon-less paper, clean the ADF regularly.*

Note:
❏ *Wrinkled originals may scan better if you smooth out the wrinkles before scanning.*

❏ *To scan delicate originals or originals that are easily crinkled, use the scanner glass.*

❏ *Labels or stickers must be firmly stuck to the originals with no glue protruding. When scanning an original with labels or stickers that look like they might come off easily, use the scanner glass.*

❏ *Try to flatten the curled originals before scanning.*

Related Information

➡

Types of Originals that Must Not be Scanned (ADF)

To prevent damage to the originals or the scanner, do not load the following originals in the ADF. For these types of originals, use the scanner glass.

❏ Photos

❏ Booklets

❏ Non-paper originals (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 carbon paper on the back

❏ Originals with wet ink

❏ Originals with sticky notes attached

❏ Originals with staples or paper clips

Note:
❏ *Do not feed valuable original artwork or important documents that you do not want to damage or deface into the ADF. Misfeeding may wrinkle or damage the original. For these types of originals, use the scanner glass.*

❏ *Scan photos or originals with tears, severe wrinkles, or significant curling from the scanner glass.*

Related Information

➡

Specifications and Placing of Originals (ADF)

If the original is not placed correctly, it cannot be detected.

Standard Size Originals

Specifications of Standard Size Originals

These are the specifications for standard size originals that you can scan using the ADF.

Specifications	Size	Thickness (Weight)	Paper Type	Loading Capacity and Thickness
Legal	215.9×355.6 mm (8.5×14 in.)	50 to 120 g/m²	Plain paper Fine paper Recycled paper	Thickness of the stack of originals: under 6.6 mm (0.26 in.) (80 g/m²: 60 sheets) The loading capacity varies depending on the paper type.
Letter	215.9×279.4 mm (8.5×11 in.)			
A4	210×297 mm (8.27×11.7 in.)			
B5	182×257 mm (7.17×10.12 in.)			
A5	148×210 mm (5.83×8.27 in.)			
A6	105×148 mm (4.13×5.83 in.)			

Note:
If no paper size matches a standard size, you can set a custom paper size as a user-defined size.

The total thickness that you can set is up to 6.6 mm (0.26 in.), the same as for standard-size paper.

"Registering User-defined Sizes in Epson Scan 2" on page 59

Placing Standard Size Originals

Note:
Check the following before scanning.

❏ *Make sure there are no originals on the scanner glass.*

❏ *Make sure there is no dust or dirt in the areas indicated in the following illustration.*
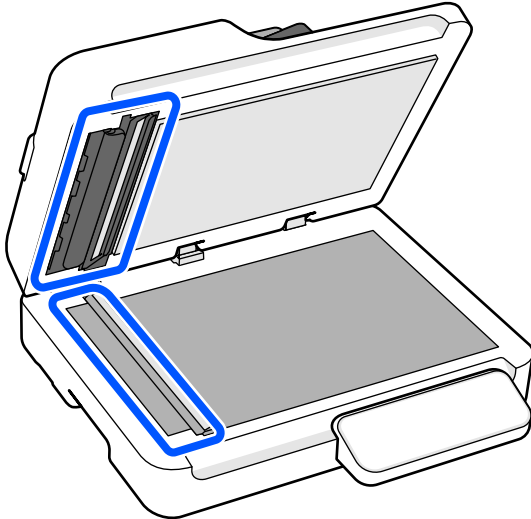
1. Slide the edge guides on the input tray all the way out.
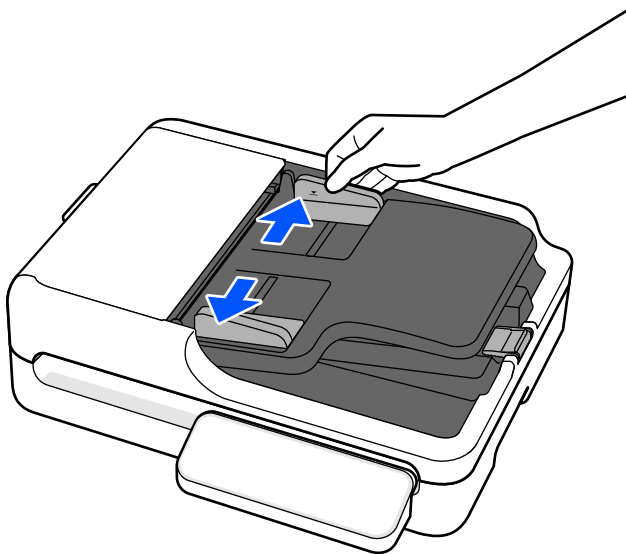
2. Fan the originals.

   Hold both ends of the originals and fan them a few times, and then tap the top edges of the paper on a flat surface to align the sheets.
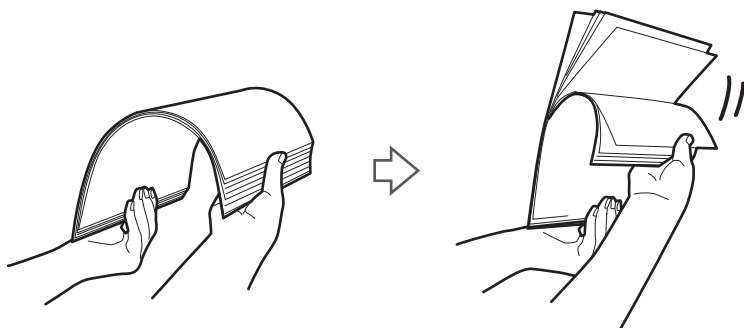
3. Place the originals into the input tray facing up with the top edge facing into the ADF.
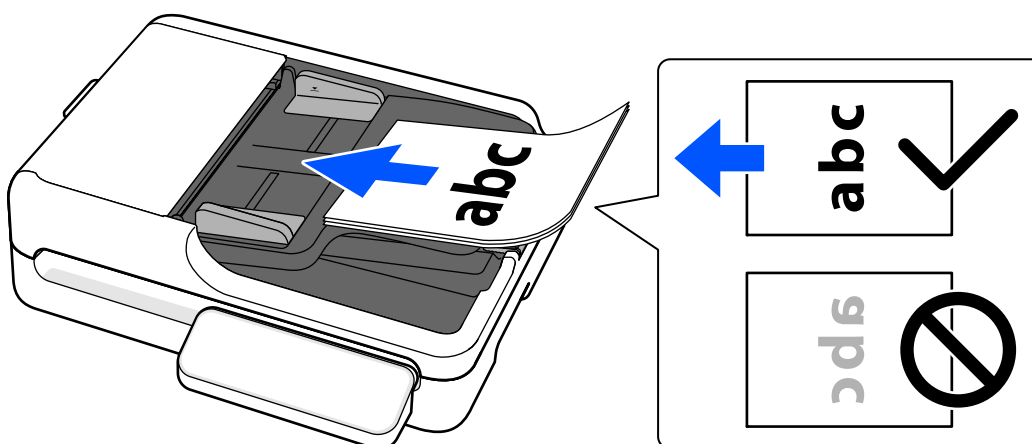
   Slide the original into the ADF until it meets resistance.
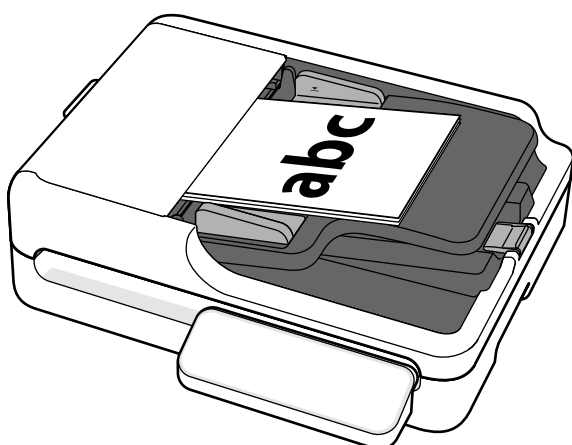
   Note:
   Check the following when loading originals with punch holes, such as loose-leaf paper.

   ❏ *There are no holes within 15 mm (0.59 in.) to the left and right of the center of the original (a width of 30 mm (1.18 in.)).*

   ❏ *There are no burrs or curls at the edges of the punch holes.*

4. Adjust the edge guides to fit the original without any gap. Otherwise, the originals may be fed skewed.
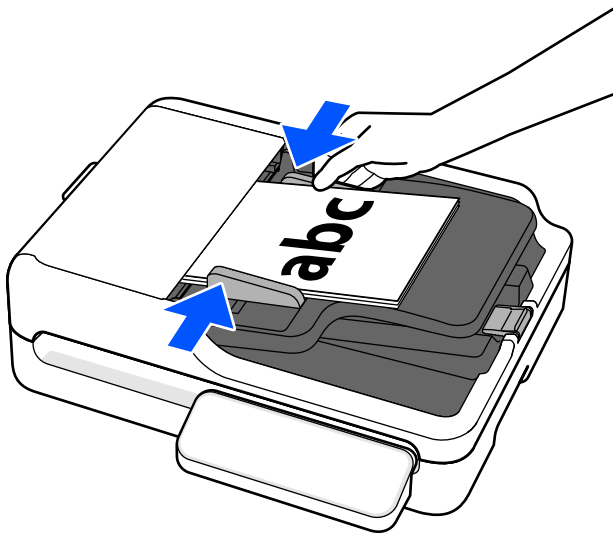
Note:
When scanning small originals or scanning with the stopper raised, lift the input tray to remove the scanned originals.
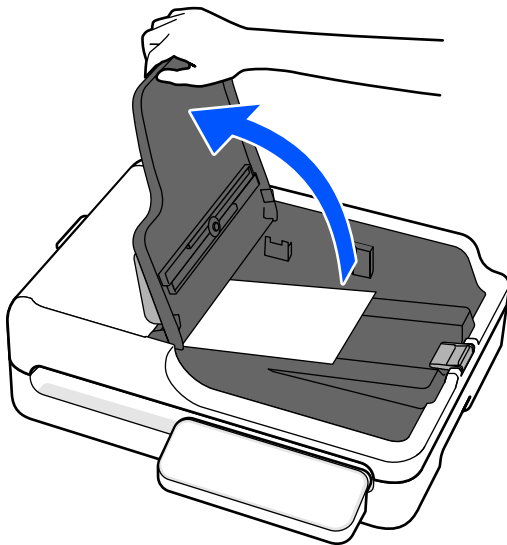
Long Paper

Specifications of Long Paper

This section provides the specifications for long paper that you can load into the ADF.

Note:
❑ *Long paper means originals with a length of 393.8 mm (15.5 in.) or more.*

❑ *When scanning long paper, scanning speed is reduced.*

Size	Thickness (Weight)	Paper Type	Loading Capacity
Width: 105.0 mm (4.13 in.) to 215.9 mm (8.5 in.) Maximum length: 3,048.0 mm (120 in.)*	50 to 120 g/m²	Plain paper Fine paper Recycled paper	1 sheet

* The following shows the maximum lengths according to the scanning resolution.

❏ 50 to 300 dpi: 3,048.0 mm (120 in.)

❏ 301 to 600 dpi: 762.0 mm (30 in.)

Placing Long Paper

Note:
Check the following before scanning.

❏ *Make sure there are no originals on the scanner glass.*

❏ *Make sure there is no dust or dirt in the areas indicated in the following illustration.*
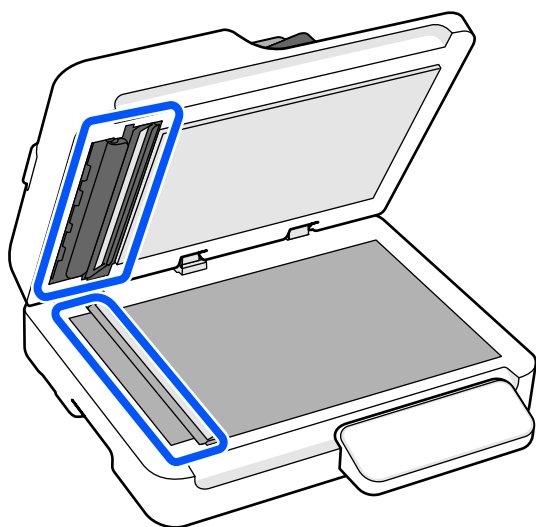
1. Slide the edge guides on the input tray all the way out.
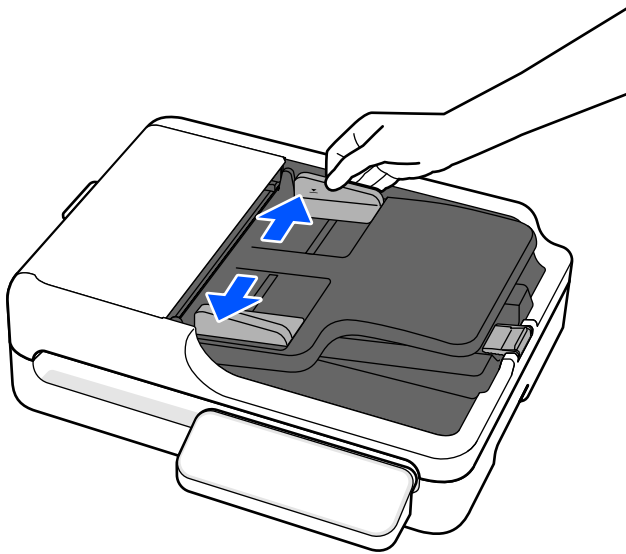
2. Load the original into the input tray straight, facing up and with the top edge facing into the ADF.
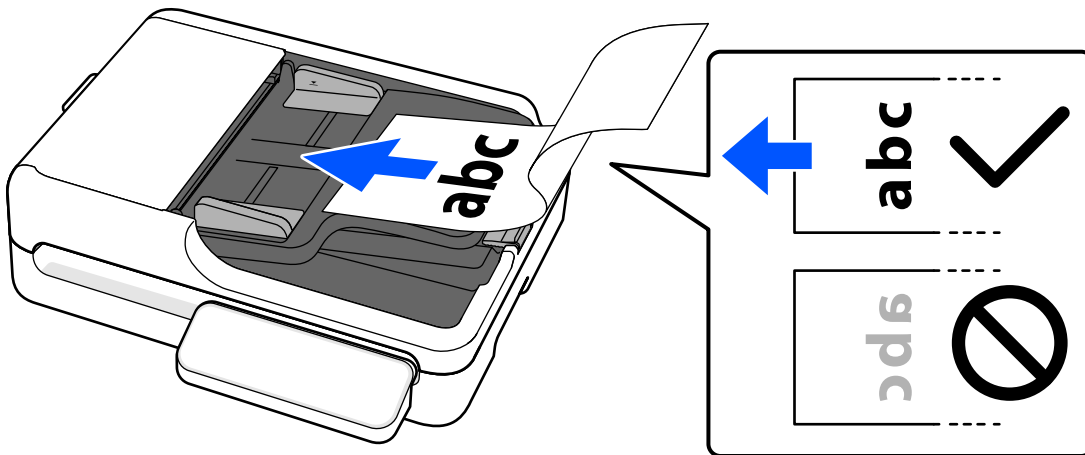
    Slide the original into the ADF until it meets resistance.
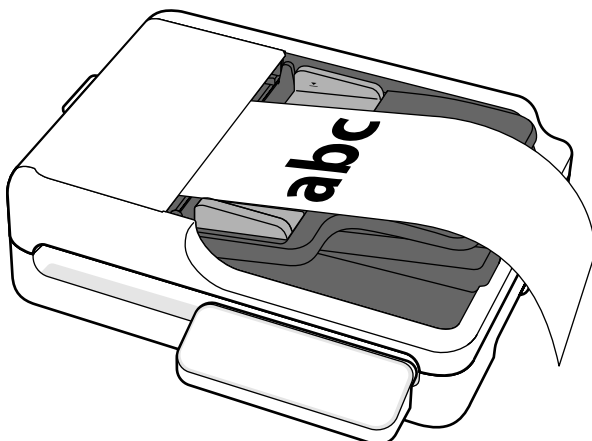
3.   Adjust the edge guides to fit the original without any gap. Otherwise, the originals may be fed skewed.
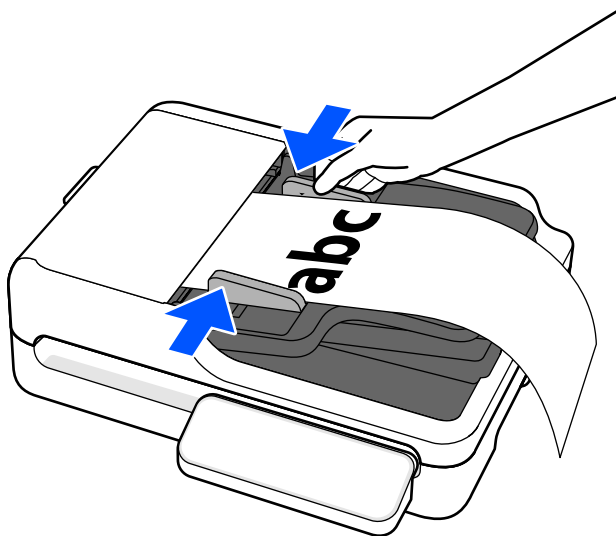
Note:
Support long paper at the input side so that it does not drop out of the ADF, and on the output side so that the ejected paper does not fall from the output tray.
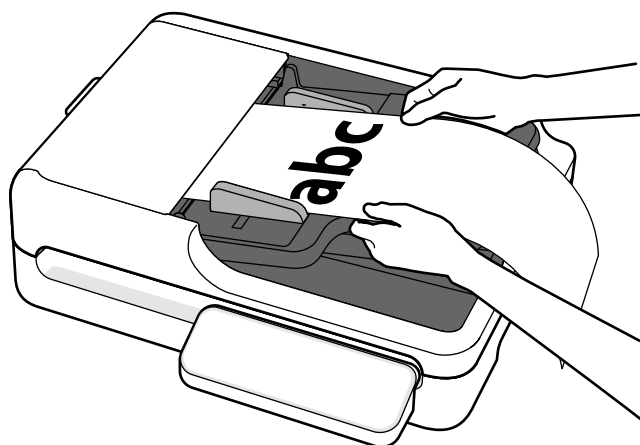
When scanning, set the **Document Size** according to the length of the original.

❏ When using Document Capture Pro/Document Capture: Press the **Detailed Settings** button on the scan settings screen to open the Epson Scan 2 screen. In **Main Settings**, set **Document Size** to **Auto Detect (Long Paper)** or **Customize**.

❏ When using Epson Scan 2: In **Main Settings**, set **Document Size** to **Auto Detect (Long Paper)** or **Customize**.

Mixture of Originals

Placing a Mixture of Originals at Different Sizes

You can place and scan batches of different size originals (105.0×148.0 mm (4.13×5.83 in.) to A4 or letter size) up to a total thickness of 6.6 mm (0.26 in.). You can also load a mixture of paper types or thickness.

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> **Important:**
>
> ❑ When placing and scanning originals that are a mixture of different sizes, originals may be fed askew because not all of the originals are supported by the edge guides.
>
> ❑ Originals may be jammed or fed askew if you set different types or very different sizes of originals, such as in the following cases.
>
> ·Thin paper and thick paper
>
> ·A4 size paper and small size paper
>
> ·Combinations of folded or wrinkled paper
>
> If originals are fed askew, check the scanned images. If the image is skewed, reduce the number of originals loaded and scan again.

Note:
Check the following before scanning.

❑ Make sure there are no originals on the scanner glass.

❑ Make sure there is no dust or dirt in the areas indicated in the following illustration.
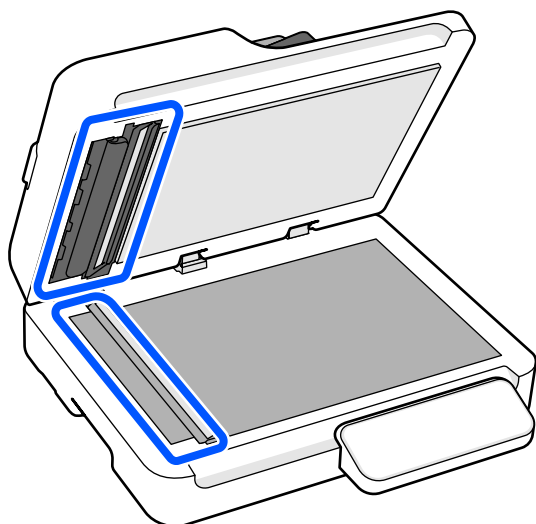
1. Slide the edge guides on the input tray all the way out.
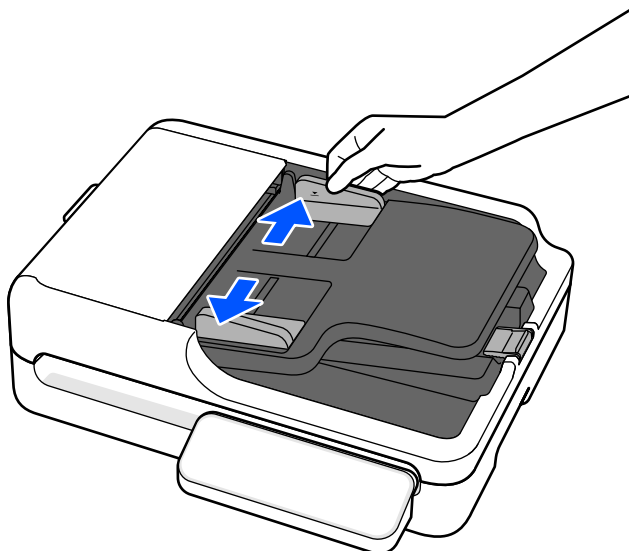
2. Load the originals with the side to be scanned facing up at the center of the input tray in descending order of paper size with the widest at the back and the narrowest at the front.
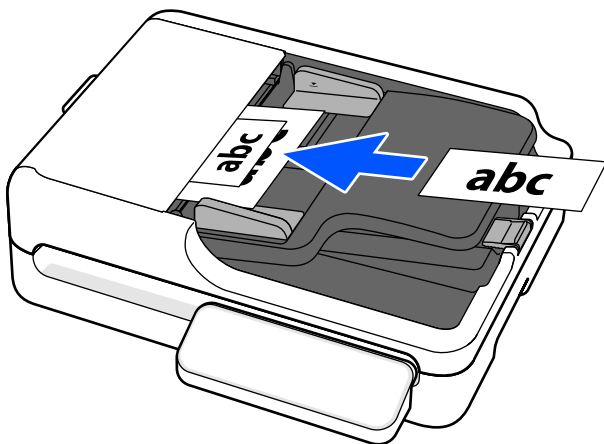
> ⚠️ *Important:*
>
> *Check the following points when setting different sizes of originals.*
>
> ❏ *Slide the originals with their leading edges aligned, until they meet resistance in the ADF.*
>
> ❏ *Set the originals at the center of the input tray.*
>
> ❏ *Set the originals straight.*
>
> *If not, originals may be fed askew or jammed.*
>
>

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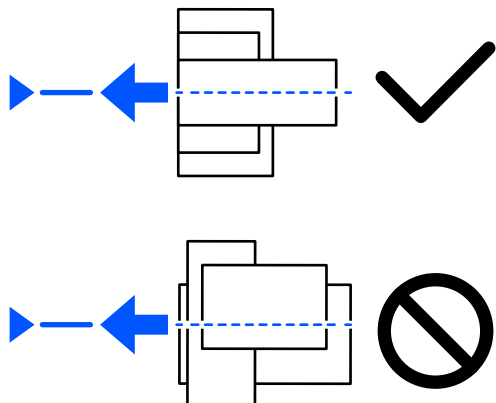
3. Align the edge guides with the widest original.
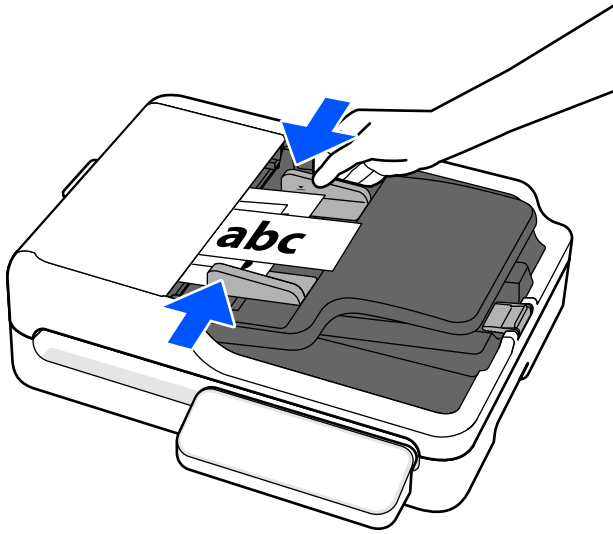
When scanning, set **Document Size** to **Auto Detect** in the Scan Settings.

❏ When using Document Capture Pro/Document Capture: Set **Document Size** to **Auto Detect** on the Scan Settings screen.

❏ When using Epson Scan 2: In **Main Settings**, set **Document Size** to **Auto Detect**.

Note:
When scanning small originals or scanning with the stopper raised, lift the input tray to remove the scanned originals.
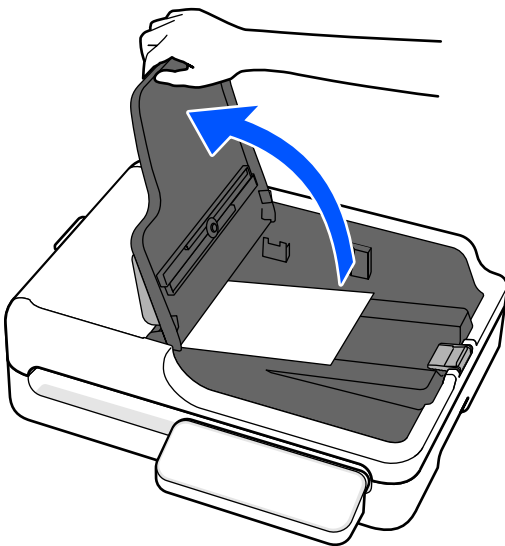
Placing Originals on the Scanner Glass

> **❗ Important:**
> ❏ Do not place heavy objects on the scanner glass and do not press the glass with too much force. Otherwise, the scanner may be damaged.
>
>
>
> ❏ Do not open the document cover wider than an angle of 70 degrees. This could damage the hinge.
> ❏ Remove the original when scanning is complete. If you leave the originals on the scanner glass for a long time, they may stick to the surface of the glass.

Note:
❏ Always keep the scanner glass clean.
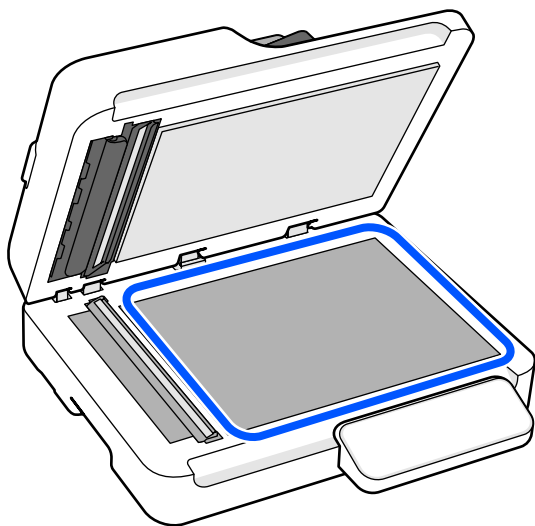
❏ When there are originals in both the ADF and on the scanner glass, scanning from the ADF takes priority.

This applies when **Document Source** is set to **Auto Detect** in Document Capture Pro/Document Capture or Epson Scan 2.

Placing an Original

1. Open the document cover.
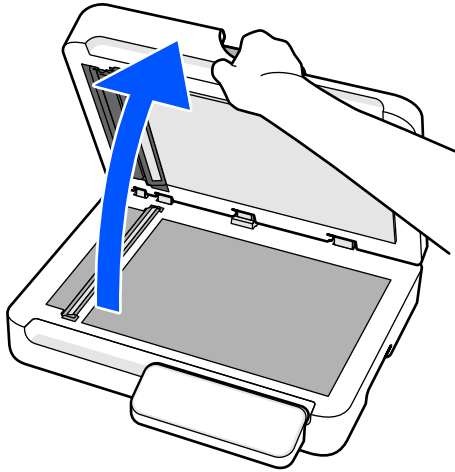
2. Place the original face-down and align it with the corner.
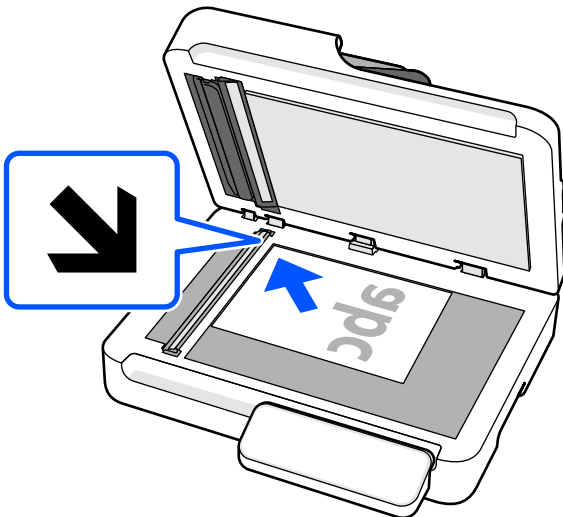
Note:
❑ *The maximum size of the original you can scan is 215.9×297.1 mm (8.5×11.7 in.).*

❑ *There are areas at the top, bottom, left, and right edges of the scanner glass that cannot be scanned.*

❑ Top: 1.5 mm (0.06 in.)

❑ Left: 1.5 mm (0.06 in.)

❑ Right: 8 mm (0.31 in.)

❑ Bottom: 15 mm (0.59 in.)

3. Close the document cover gently so that your original does not move.
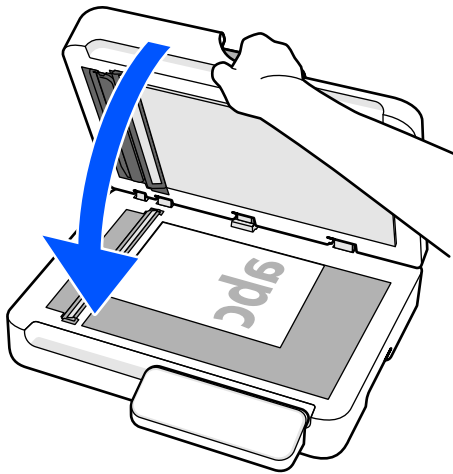
Placing Thick Originals

The scanner glass can accommodate originals up to 30 mm (1.18 in.) thick.

Note:
When scanning thick originals such as books, make sure that exterior light, such as from lamps or other sources, does not shine directly onto the scanner glass. Scanned images may contain noise or automatic document size detection may fail.

1. Open the document cover.
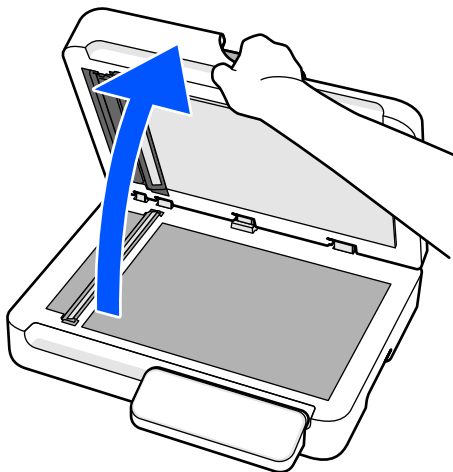
2. Place the original face down in the center of the scanner glass.
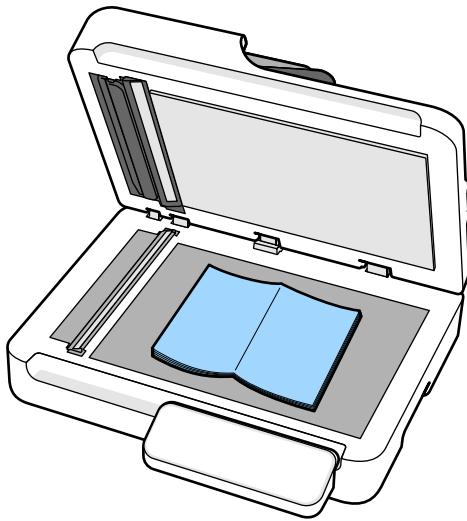
Note:
❏ *The maximum size of the original you can scan is 215.9×297.1 mm (8.5×11.7 in.).*

❏ *There are areas at the top, bottom, left, and right edges of the scanner glass that cannot be scanned.*

   ❏ Top: 1.5 mm (0.06 in.)

   ❏ Left: 1.5 mm (0.06 in.)

   ❏ Right: 8 mm (0.31 in.)

   ❏ Bottom: 15 mm (0.59 in.)

3. Close the document cover gently so that your original does not move.
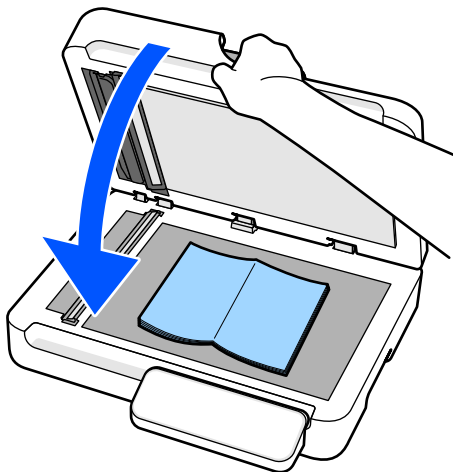
> ❗ **Important:**
>
> *Do not press too hard on the scanner glass. Otherwise, the scanner may be damaged.*
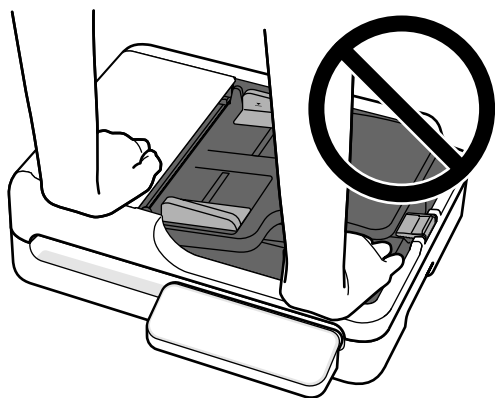
Placing Multiple Originals at Once

When scanning from the scanner glass, you can scan multiple originals at once without having to scan them one by one. They are automatically cropped into separate images and saved. This feature supports not only standard-sized originals but also irregularly shaped items such as receipts, invoices, and photos of various sizes.

Note:
When scanning thick originals, make sure that exterior light, such as from lamps or other sources, does not shine directly onto the scanner glass. Auto image cropping may fail.

1. Open the document cover.
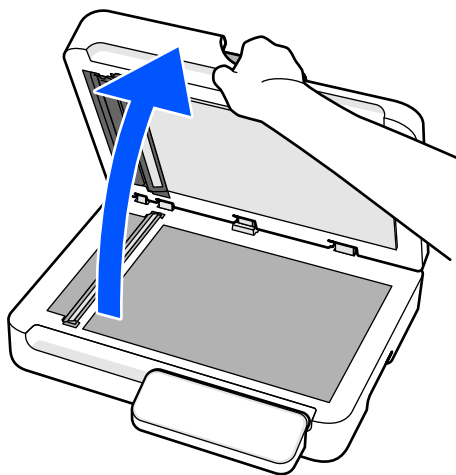
2. Place each original face down on the scanner glass. Place the originals so that they meet the following requirements.

   ❑ Keep each original away from the edges of the scanner glass by the following distances:

   ❑ Top: 6 mm (0.24 in.)

   ❑ Left: 6 mm (0.24 in.)

   ❑ Right: 12 mm (0.47 in.)

   ❑ Bottom: 20 mm (0.79 in.)

❏ Leave a gap of at least 20 mm (0.79 in.) between each original.

❏ The originals must be at least 20×20 mm (0.79×0.79 in.) in size.
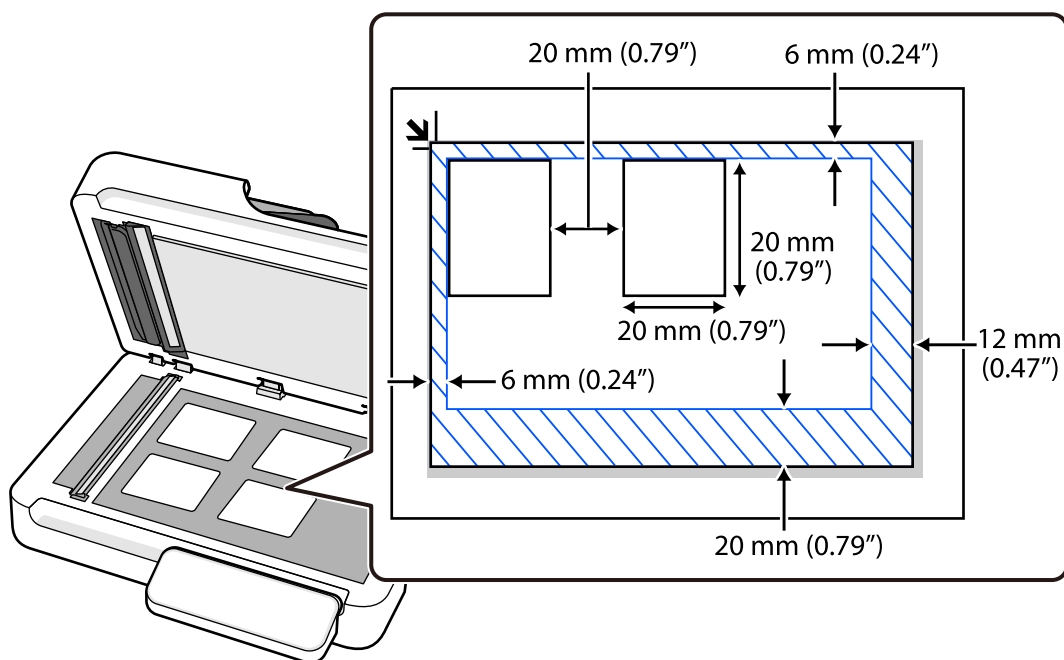
3. Close the document cover gently so that your original does not move.
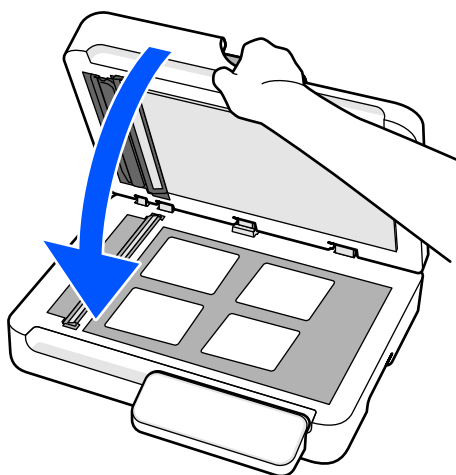
When scanning, set **Document Size** to **Auto Detect** in the Scan Settings.

❏ When using Document Capture Pro/Document Capture: Set **Document Size** to **Auto Detect** on the Scan Settings screen.

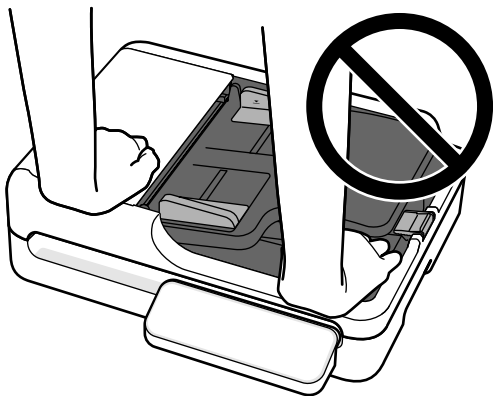❏ When using Epson Scan 2: In **Main Settings**, set **Document Size** to **Auto Detect**. When previewing, the entire scannable area is displayed. We recommend scanning with **Add or edit pages after scanning** selected and checking the scanned image on the editing screen before saving.

Using the ADF and Scanner Glass Together in a Single Scan

When scanning from the ADF and the scanner glass in a single scan, complete the first scan, and then scan the additional originals from another document source.

When Using Epson Scan 2

Select **Auto Detect** from **Document Source**, and then select **Add or edit pages after scanning** before starting the scan.
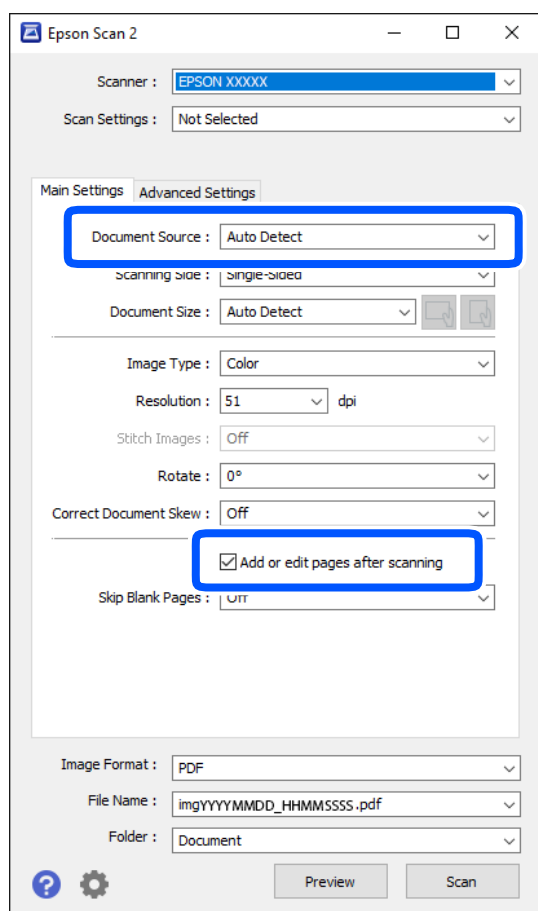
When scanning is complete, the **Add page** screen is displayed. Place the next original and click **Add** to scan.

Note:
When there are originals in both the ADF and on the scanner glass, scanning from the ADF takes priority.

When Using Document Capture Pro

When scanning is complete and the **Edit Scanned Results** screen is displayed, place the next original and then click the **+Add** button.
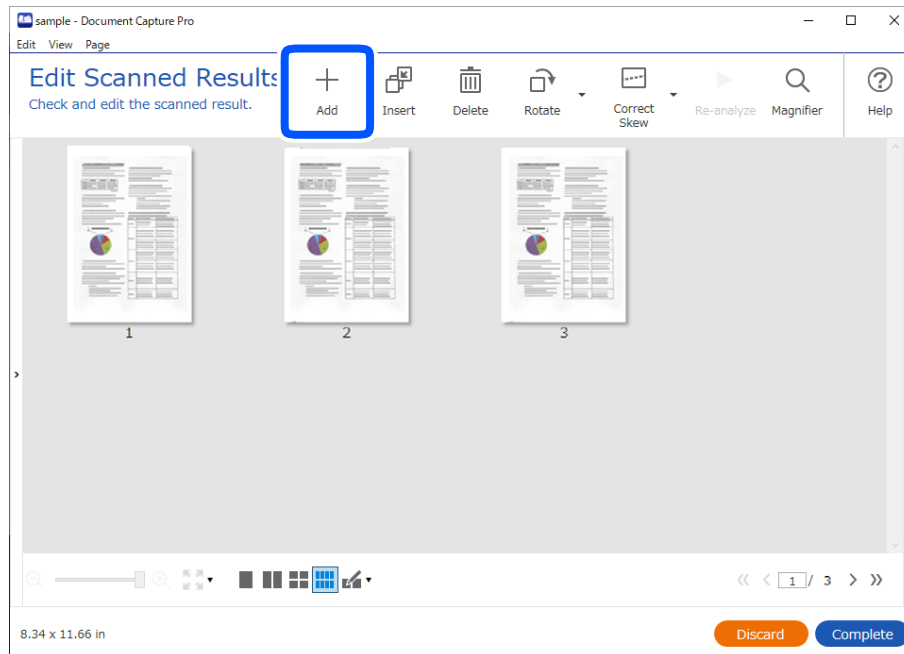
On the Scan Settings screen, select **Source**, and then click **OK** to start scanning.

Note:
❏ *If the **Edit Scanned Results** screen is not displayed when scanning a job, select **Show Edit Page dialog before saving** on the Save Settings screen from the job settings.*

❏ *You can also skip the **Edit Scanned Results** screen. On the Scan Settings screen, select **Auto Detect** from **Source**, and then select **Show the confirmation dialog after scanning** before starting the scan.*

❏ *When **Auto Detect** is selected and there are originals in both the ADF and on the scanner glass, scanning from the ADF takes priority.*

Scanning

Scanning Using a Scanner Button

You can scan using the button on your scanner.

Note:

❏ *Make sure that Epson Scan 2 is installed on your computer and the scanner is connected to your computer correctly.*

❏ *When Document Capture Pro (Windows) or Document Capture (Mac OS) is installed on your computer, you can assign the job to a button on the scanner and run the job by pressing it.*

1. Place the original.

2. Press the ◇ button.

   Note:
   See the Document Capture Pro (Windows) or Document Capture (Mac OS) help for details on button assignments.

Related Information

➡

Scanning from a Computer

Scanning Using Document Capture Pro (Windows)

Document Capture Pro allows you to easily and efficiently digitize originals and forms to suit your needs.

The following functions are available with Document Capture Pro.

❏ You can manage and perform a set of operations, such as scanning and saving, as a "job".

❏ You can configure a "job" to save scanned images in various formats (PDF/BMP/JPEG/JPEG2000/TIFF/Multi-TIFF/PNG/DOCX/XLSX/PPTX).

❏ You can sort jobs automatically by inserting dividing paper between the originals or by using barcode information on the originals.

❏ You can output scanning information or items necessary for the scanned content as index data.

❏ You can set multiple destinations.

❏ You can scan using simple operations without having to create a job.

By using these functions, you can digitize paper documents more efficiently, such as scanning a large number of documents or using them over a network.

Note:

❏ *For detailed information on how to use Document Capture Pro, refer to the following URL:*

   https://support.epson.net/dcp/

❏ *Document Capture Pro does not support Windows Server.*

What is a Job Scan?

By registering a series of frequently used operations as a job, you can execute these operations by simply selecting the job.

By assigning a job to the scanner's button, you can also execute the job from the control panel.

Related Information

➡ "Setting a Job" on page 61

Performing a Job Scan

This section explains the workflow of scanning using an existing job.

1.   Select the scanner you want to use from the Document Capture Pro top screen. When you start the software it automatically connects to the last scanner you used.
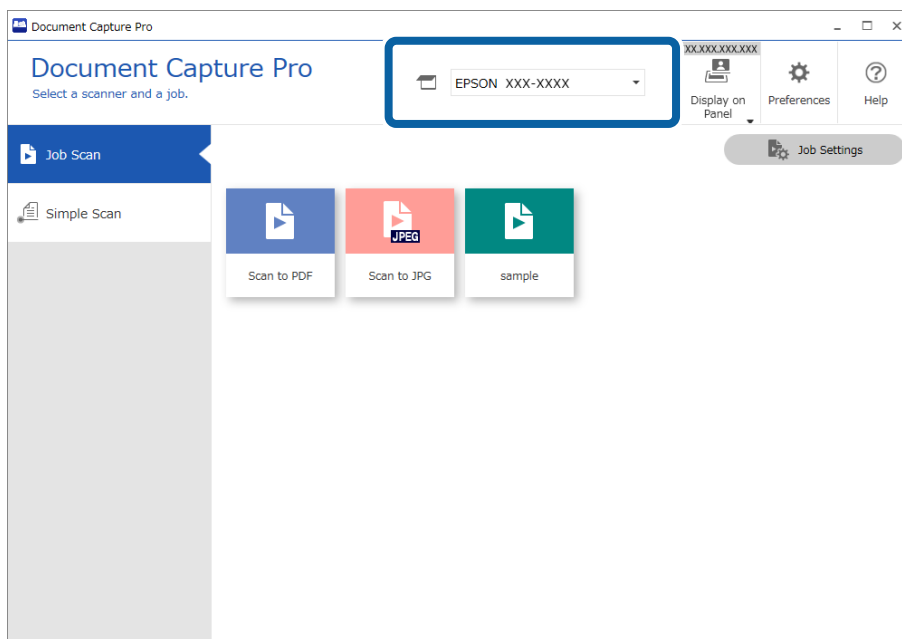
2. Click the **Job Scan** tab, and then click the icon of the job you want to perform.
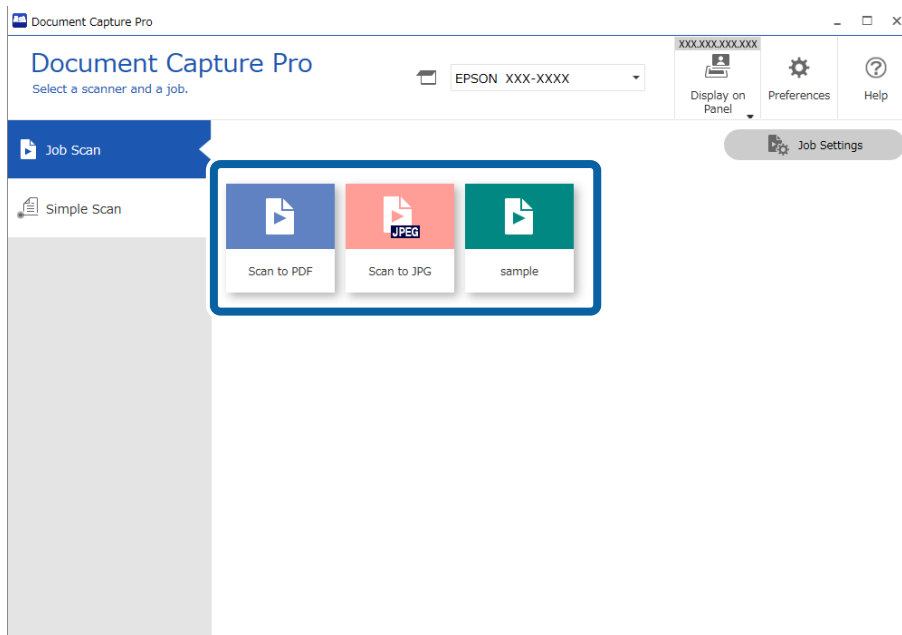
The selected job is performed.

When you perform a job for which **Show the preview while scanning** has been selected in the Scan Settings, a preview screen is displayed while scanning.

3. If you execute a job that contains the following elements in the File Name Settings, Separation Settings, or User-defined Index from Save Settings, and the elements are detected in the scanned page, the detection area is displayed on the image as a marquee. Correct the recognition results manually if necessary, or change the area and run the recognition again.

❏ OCR

❏ Barcode

❏ Form

❏ MRZ of a passport

❑ MRZ of a travel document
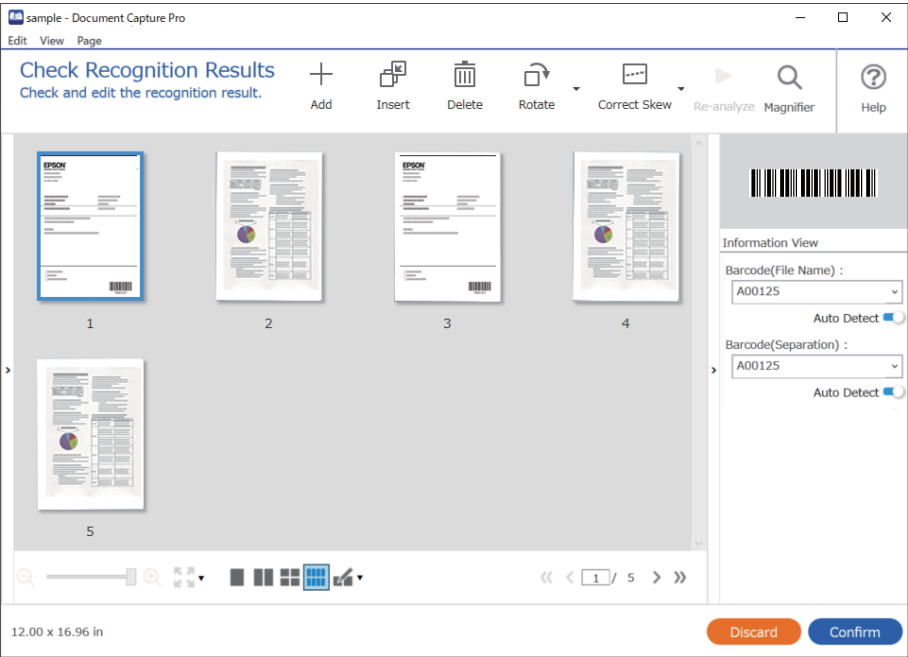
4. For jobs for which **Show Edit Page dialog before saving** has been selected in the Scan Settings, check the scan results on the **Edit Scanned Results** screen after scanning, and then make edits as necessary.

You can check and edit the following on the **Edit Scanned Results** screen.

❑ Results of separation

❑ Scanned images

❑ Index data
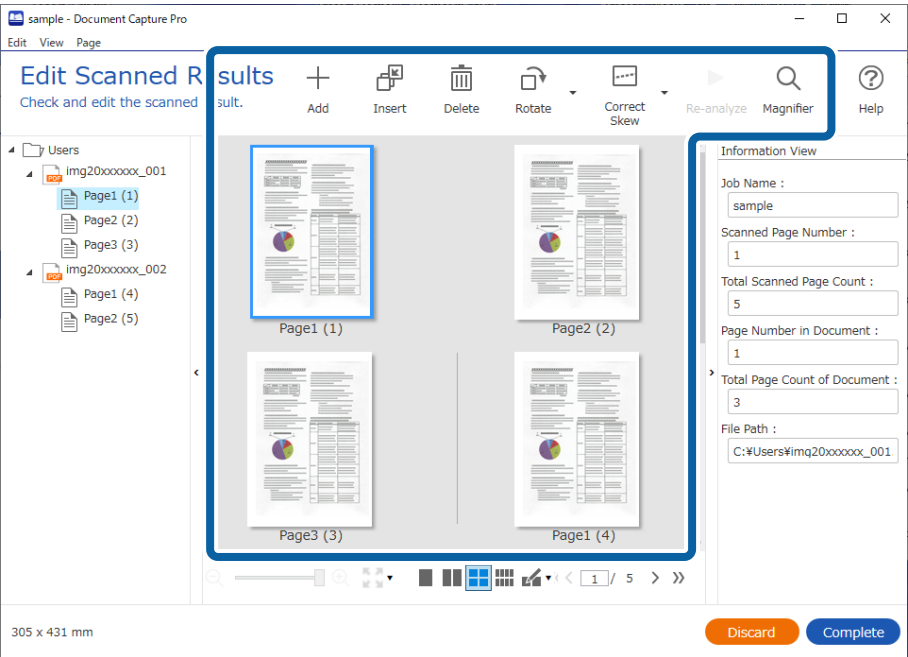
5. Click **Complete** to finish performing the Job Scan.
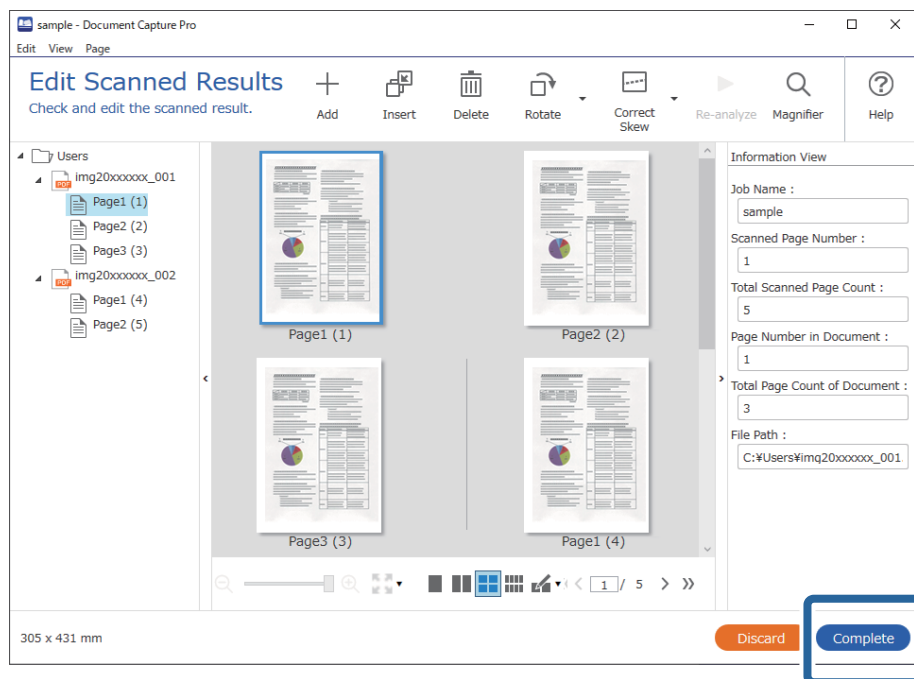
What is a Simple Scan?

You can scan documents without creating a job. Check the results after scanning, and then save or set the destination.

By assigning Simple Scan Settings to the scanner's button, you can also execute the Simple Scan from the control panel.

Performing a Simple Scan

This section explains the workflow of scanning without using a job.

1. Select the scanner you want to use from the Document Capture Pro top screen. When you start the software it automatically connects to the last scanner you used.
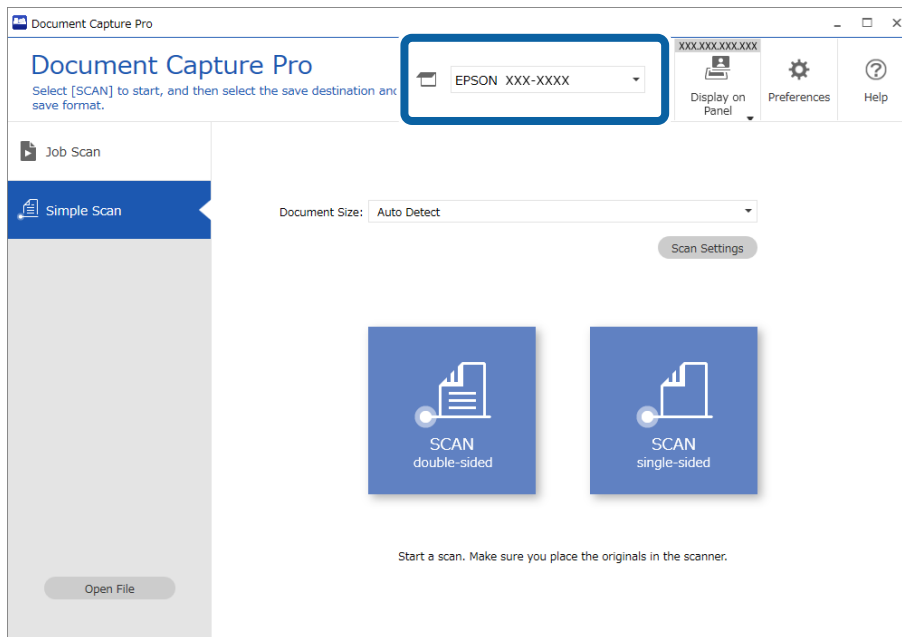
2. Click the **Simple Scan** tab, select **Document Size**, and then click the **SCANdouble-sided** or **SCANsingle-sided** icon.
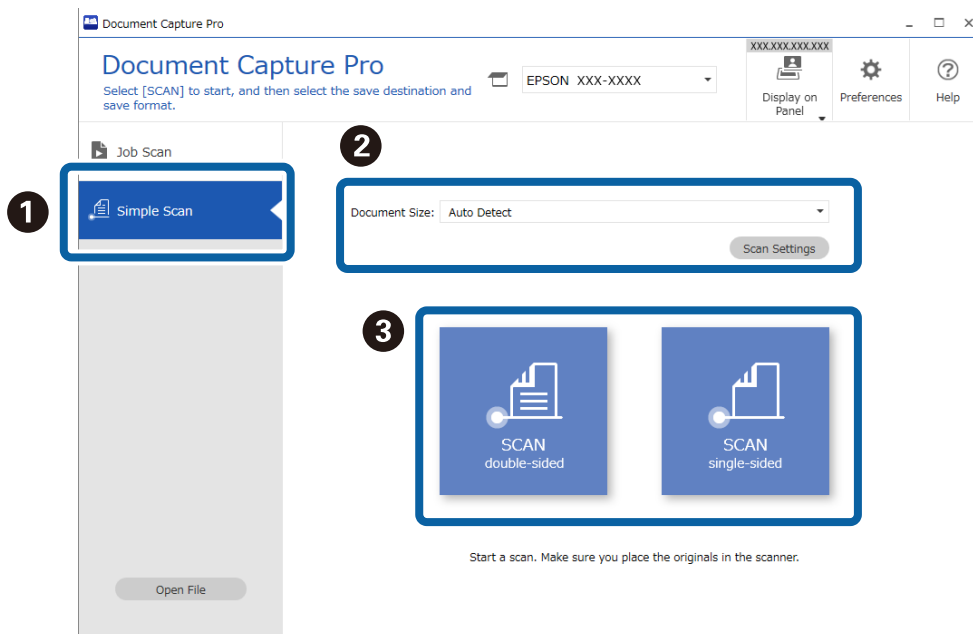
   Note:
   *Click **Scan Settings** to set the resolution. You can make more detailed settings from Epson Scan 2.*

   The image being scanned is displayed.

3. Check the scan results on the **Edit Scanned Results** screen, make edits as necessary, and then click **Next**.
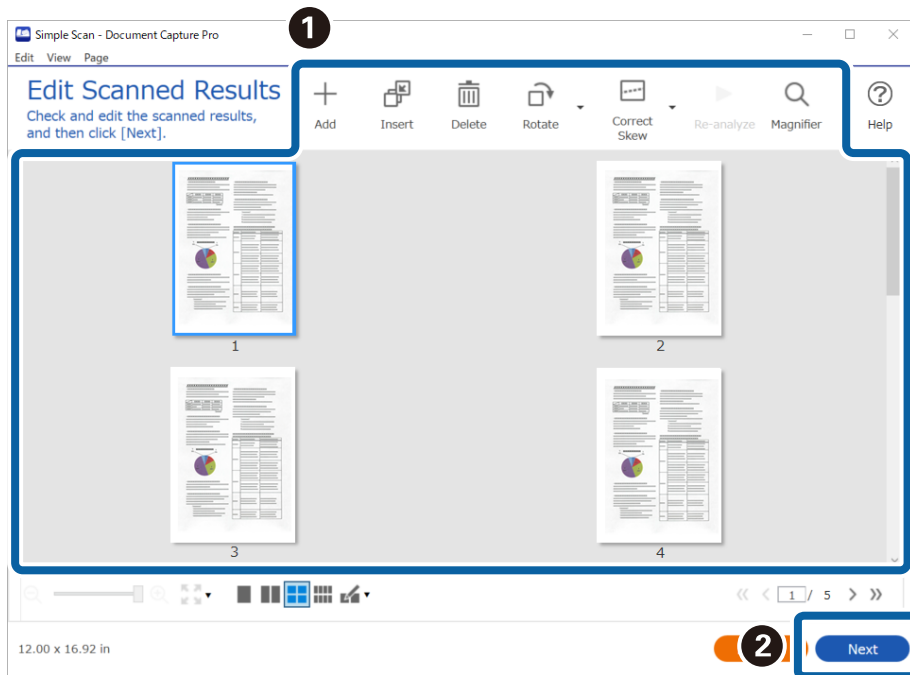
4. Select the destination for the scanned data on the **Select Destination** screen.
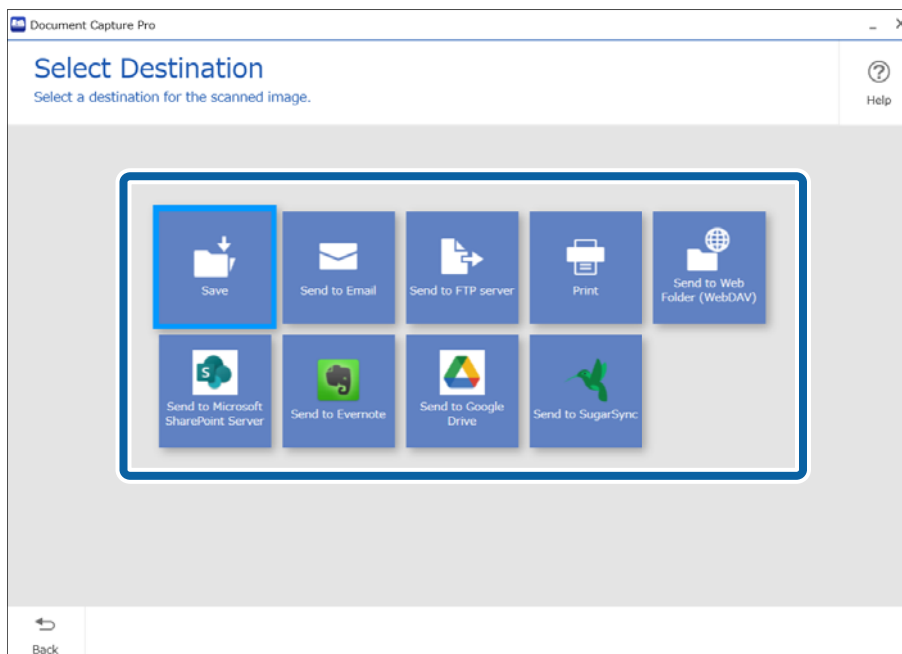
5. Set the file you want to save and the save format on the **Destination Settings** screen. You can also make more detailed settings according to the destination.

   Displayed items depend on the destination. The following screen is displayed when **Save** is selected.

6. Click **Complete** to finish performing the Simple Scan.

Scanning Using Document Capture (Mac OS)

This application allows you to perform various tasks such as saving the image to your computer, sending it by email, printing, and uploading to a server or a cloud service. You can also register scanning settings for a job to simplify scanning operations.

See the Document Capture help for details on the features.

Note:
Do not use the Fast User Switching function while using your scanner.

1. Start Document Capture.

   Select **Finder** > **Go** > **Applications** > **Epson Software** > **Document Capture**.
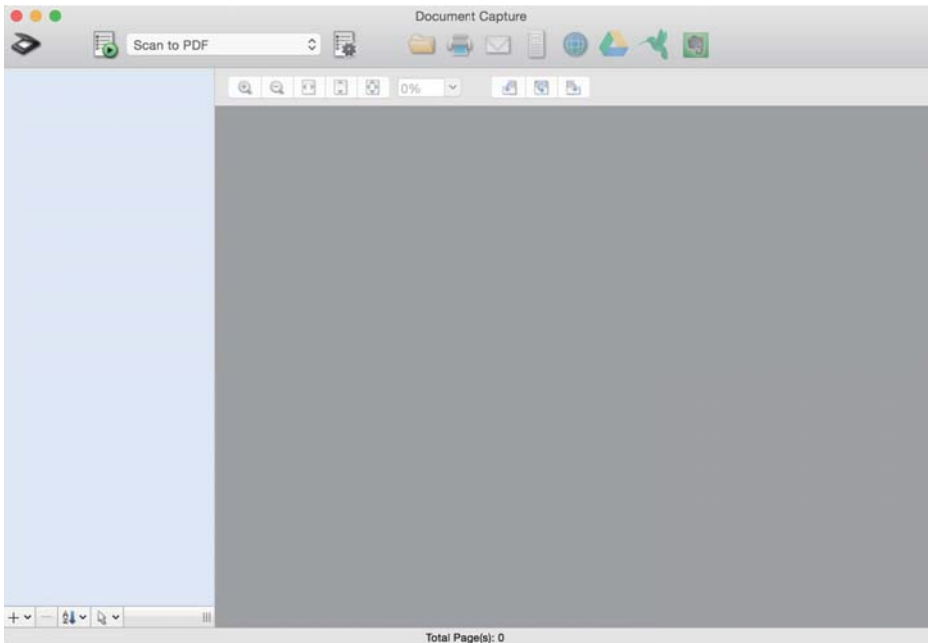
   Note:
   You may need to select the scanner you want to use from the scanners list.

2. Click [icon].
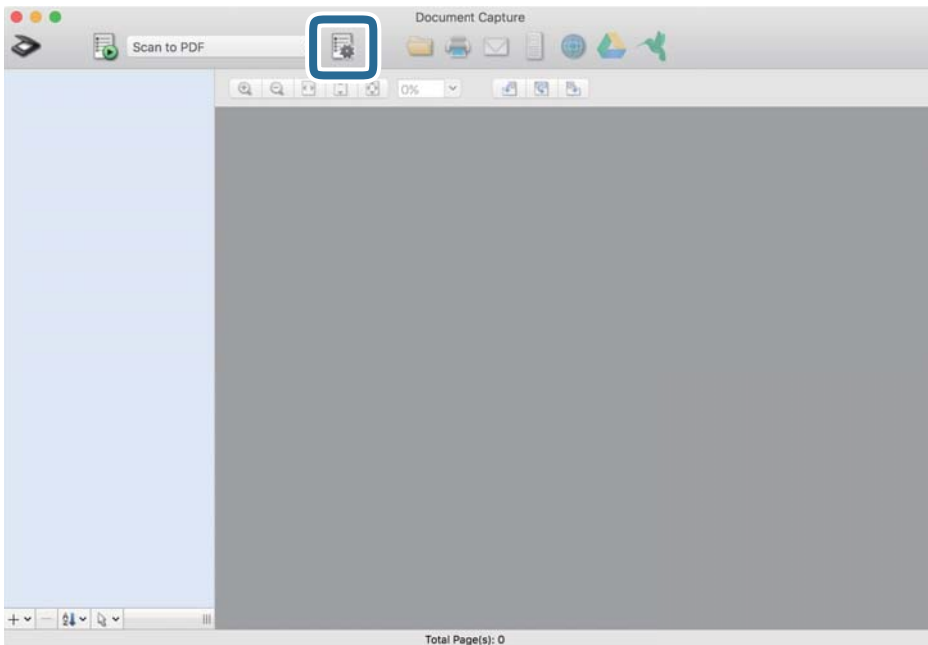
   The **Job List** screen is displayed.

   Note:
   A preset job is available that allows you to save scanned images as a PDF. When using this job, skip this procedure and go to procedure 10.

3. Click the + icon.
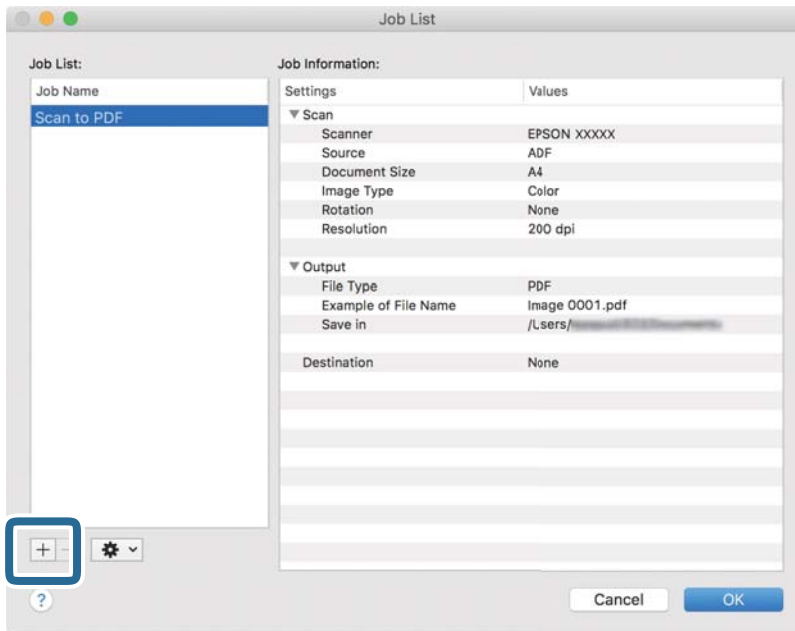
The job setting screen is displayed.

4. Set the **Job Name**.
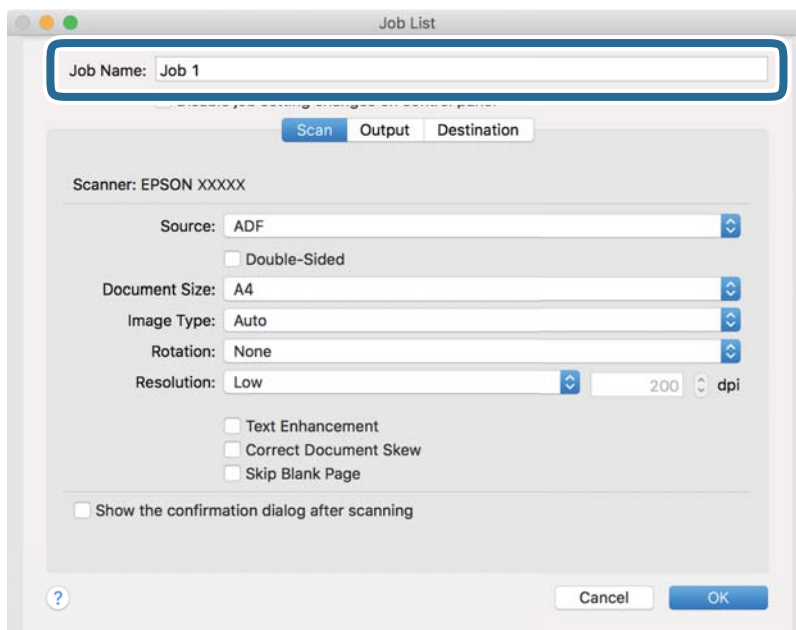
5. Make scanning settings on the **Scan** tab.
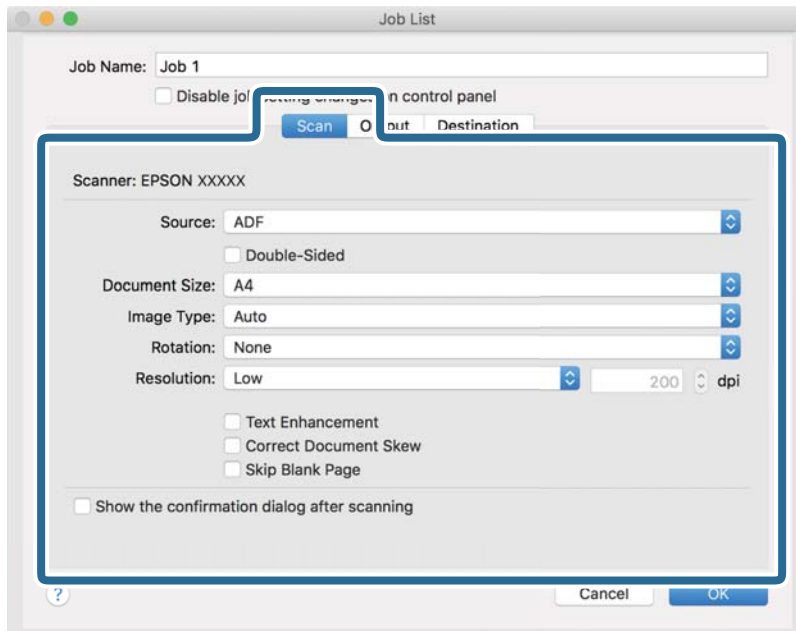
❏ **Source**: Select the source where the original is placed. Select double-sided to scan both sides of the originals.

❏ **Document Size**: Select the size of the original you placed.

❏ **Image Type**: Select the color you want to use to save the scanned image.

❏ **Rotation**: Select the rotation angle depending on the original you want to scan.

❏ **Resolution**: Select the resolution.

Note:
You can also adjust the image using following items.

❏ *Text Enhancement: Select to make blurred letters in the original clear and sharp.*

❏ *Correct Document Skew: Select to correct the slant of the original.*

❏ *Skip Blank Page: Select to skip blank pages if there are any in the originals.*

6. Click **Output**, and then make the output settings.
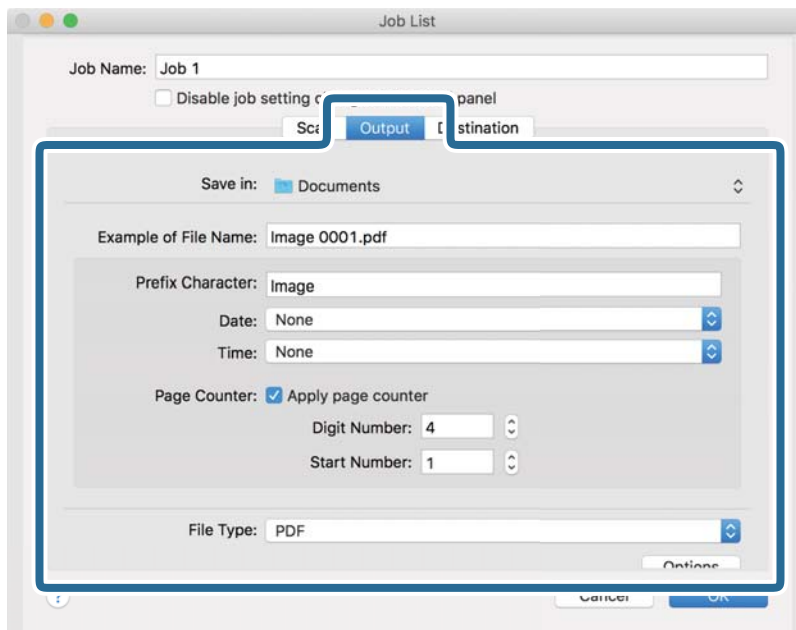
❑ **Save in**: Select the save folder for the scanned image.

❑ **Example of File Name**: Display an example of the file name for the current settings.

❑ **Prefix Character**: Set a prefix for the file name.

❑ **Date**: Add the date to the file name.

❑ **Time**: Add the time to the file name.

❑ **Page Counter**: Add the page counter to the file name.

❑ **File Type**: Select the save format from the list. Click **Options** to make detailed settings for the file.

7. Click **Destination**, and then select the **Destination**.

    Destination setting items are displayed according to the destination you selected. Make detailed settings as necessary. Click the ? (Help) icon for details on each item.
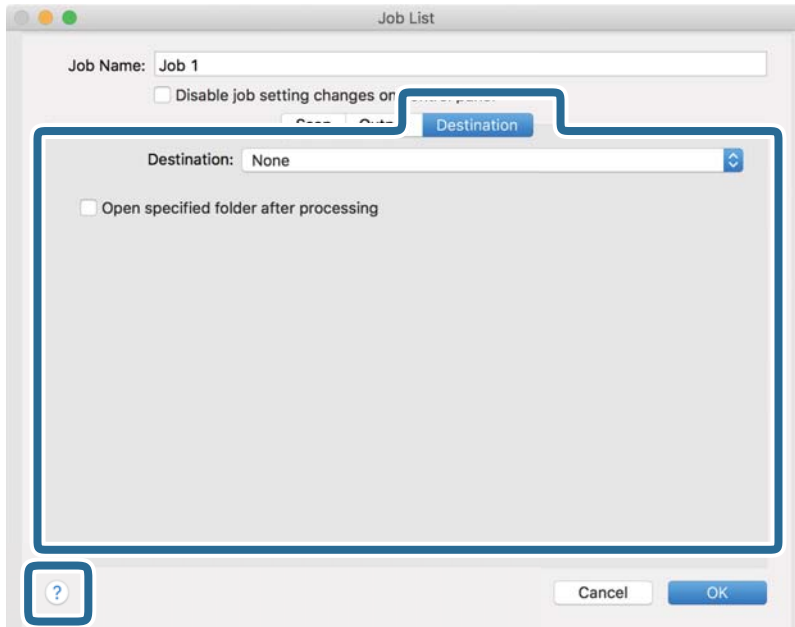
    Note:
    ❏ *If you want to upload to a cloud service, you need to set up your account with the cloud service in advance.*

    ❏ *If you want to use Evernote as the destination, download the Evernote application from the Evernote Corporation Website and install it before using this feature.*

8. Click **OK** to close the job settings screen.

9. Click **OK** to close the **Job List** screen.

10. Place the original.

11. Select the job from the pull down list, and then click the ⬛ icon.
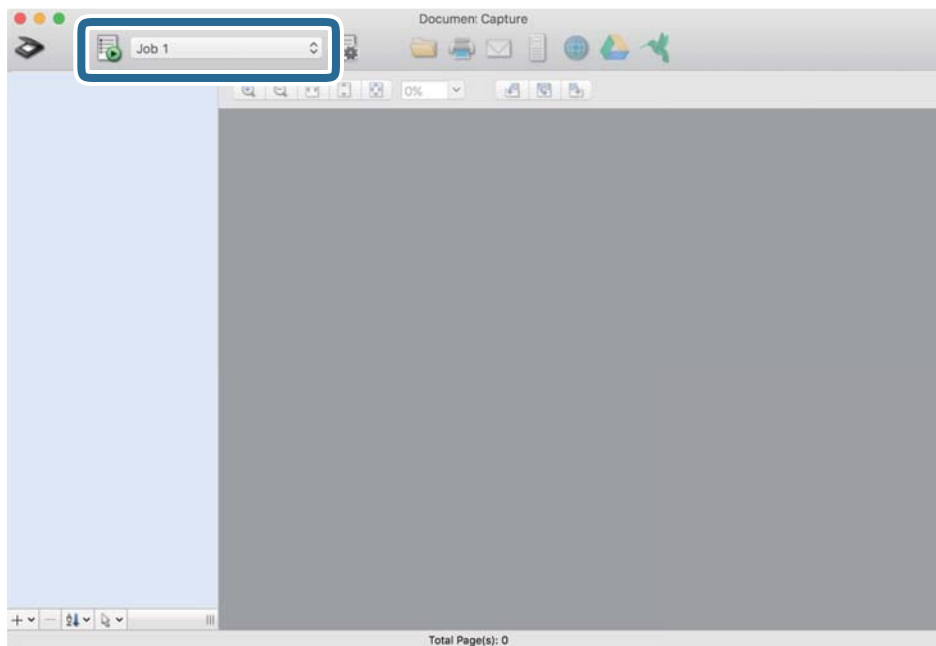
The selected job is performed.

12. Follow the on-screen instructions.

The scanned image is saved using the settings you made for the job.

Note:

*You can scan the originals and send the scanned image without using the job. Click ❖ and make scanning settings, and then click **Preview Scan**. Next, click the destination to which you want to send the scanned image.*

Scanning Using Epson Scan 2

You can scan the originals using detailed settings that are suitable for text documents.

1. Place the original.

2. Start Epson Scan 2.

   ❑ Windows 11

   Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2**.

   ❑ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016

   Click the start button, and then select **EPSON** > **Epson Scan 2**.

   ❑ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

   Enter the application name in the search charm, and then select the displayed icon.

   ❑ Windows 7/Windows Server 2008 R2/Windows Server 2008

   Click the start button, and select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2**.

   ❑ Mac OS

   Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2**.

3. Make the following settings on the **Main Settings** tab.
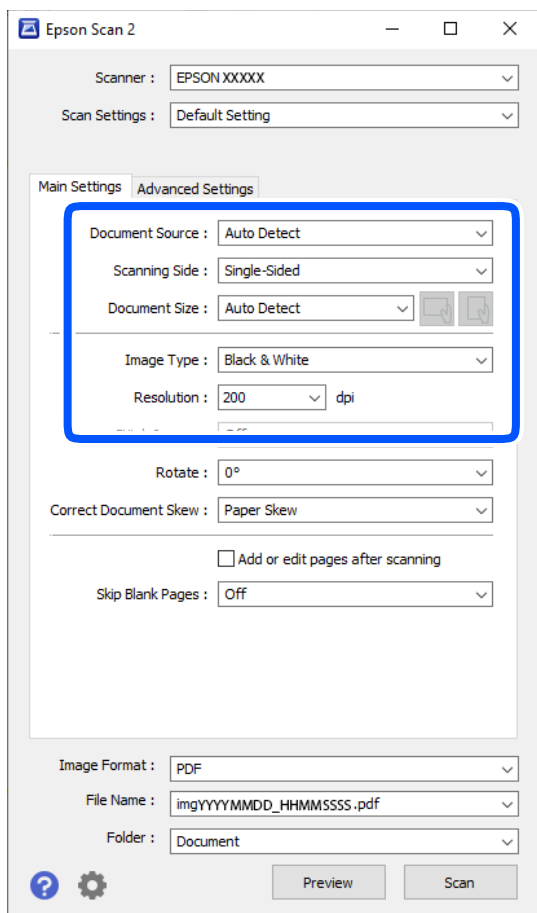
❑ **Document Source**: Select the source where the original is placed. When **Auto Detect** is selected and there are originals in both the ADF and on the scanner glass, scanning from the ADF takes priority.

❑ **Scanning Side**: Select the side of the original you want to scan when scanning from the ADF. Select **Double-Sided** to scan both sides of the originals.

❑ **Document Size**: Select the size of the original you placed.

When loading originals with unconventional sizes, see the following to make the settings.

  ❑ When placing multiple originals on the scanner glass at once: Select **Auto Detect**.

  ❑ When loading long paper into the ADF: Select **Auto Detect (Long Paper)** or select **Customize** to create a custom size.

  ❑ If the size of the original you want to scan is not on the list: Select **Auto Detect** or select **Customize** to create a custom size.

❑ / (Original orientation) buttons: Select the set orientation of the original you placed. Depending on the size of the original, this item may be set automatically and cannot be changed.

❑ **Image Type**: Select the color you want to use to save the scanned image.

❑ **Resolution**: Set the resolution.

Note:
*On the **Main Settings** tab, you can also make the following settings.*

❏ ***Stitch Images***: *Select to stitch the images on the front and back when scanning both sides of the original.*

❏ ***Rotate***: *Select to rotate the original clockwise and scan it.*

❏ ***Correct Document Skew***: *Select to correct the slant of the original.*

❏ ***Add or edit pages after scanning***: *Select to add different originals or edit (rotate, move, and delete) the scanned pages after scanning.*

❏ ***Skip Blank Pages***: *Select to skip any blank pages in the originals when scanning from the ADF.*

Some items may not be available depending on other settings you made.

4. Make other scan settings if necessary.

❏ You can preview the scanned image by clicking the **Preview** button. The preview window opens, and the previewed image is displayed.

When you perform a preview using the ADF, the original is ejected from the ADF. Place the ejected original again.

❏ On the **Advanced Settings** tab, you can make image adjustments using detailed settings which are suitable for text documents, such as the following.

❏ **Remove Background**: Removes the background of the originals.

❏ **Text Enhancement**: You can make blurred letters in the original clear and sharp.

❏ **Auto Area Segmentation**: You can make letters clear and images smooth when performing black and white scanning for a document that contains images.

❏ **Dropout**: You can remove the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can erase marks or notes you wrote in the margins with color pen when scanning.

❏ **Color Enhance**: You can enhance the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can enhance letters or lines that are in light colors.

Note:
Some items may not be available depending on other settings you made.

5. Set the file saving settings.
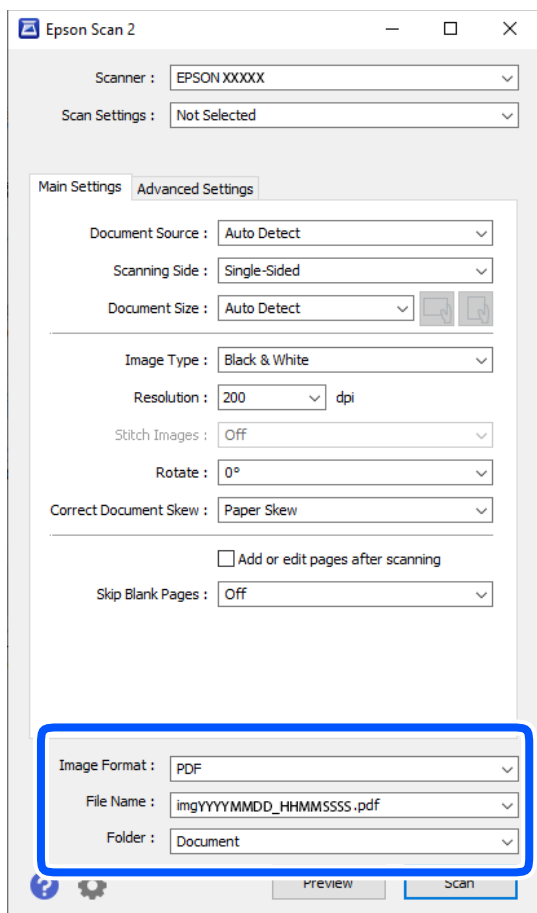
❏ **Image Format**: Select the file format for saving the scanned image from the list.

   You can make detailed settings for each file format except BITMAP and PNG. After selecting the save format, select **Options** from the list.

❏ **File Name**: Confirm the displayed file name.

   You can change settings for the file name by selecting **Settings** from the list.

❏ **Folder**: Select the save folder for the scanned image from the list.

   You can select another folder or create a new folder by selecting **Select** from the list.

6. Click **Scan**.

   Note:
   You can also start scanning by pressing the ◈ button on the scanner's control panel.

   The scanned image is saved to the folder you specified.

Registering User-defined Sizes in Epson Scan 2

In Epson Scan 2, you can register user-defined sizes for the originals you want to scan.

When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the Scan Settings screen.

1. In Epson Scan 2, select the **Main Settings**, and then select **Document Size** > **Customize**.

2. Click the + button on the **Document Size** screen.

3. Enter a name to save the user-defined size.

4. Enter the **Width** and **Length** of the size you want to register.

    When you select **Detect paper length**, the scanner automatically detects the length of the original. When using this feature, you cannot enter a **Length**.

    Note:
    Using **Detect paper length** *may slow down the scanning speed.*

5. Click **OK**.

The registered user-defined size is added to the **Document Size** list.

Setting a Resolution That Suits the Scanning Purpose

Advantages and Disadvantages of Increasing the Resolution

Resolution indicates the number of pixels (smallest area of an image) for each inch (25.4 mm), and is measured in dpi (dots per inch). The advantage of increasing the resolution is that the details in the image become fine. The disadvantage is that the file size becomes large.

❑ File size becomes large

   (When you double the resolution, the file size becomes about four times larger.)

❑ Scanning, saving, and reading the image takes a long time

❑ Sending and receiving emails or faxes takes a long time

❑ The image becomes too large to fit the display or print on the paper

List of Recommended Resolutions to Suit Your Purpose

See the table and set the appropriate resolution for the purpose of your scanned image.

Purpose	Resolution (Reference)
Displaying on a screen Sending by email	Up to 200 dpi
Using Optical Character Recognition (OCR) Creating a text searchable PDF	200 to 300 dpi
Printing using a printer Sending by fax	200 to 300 dpi

Software Image Quality Adjustment Features

The Epson Scan 2 (scanner driver) feature allows you to adjust the image quality when scanning. When you are using Document Capture Pro, you can open the Epson Scan 2 window by clicking the **Detailed Settings** button on the scan settings screen.

You can adjust the image quality of the scanned images using the features on the **Advanced Settings** tab. For more details on each feature, see the help on the screen displayed.

Note:
Some items may not be available depending on other settings you made.

Setting a Job

You can register a set of operations, such as Scan-Save-Send, as a "job".

By registering a series of operations in advance as a job using Document Capture Pro (Windows) or Document Capture (Mac OS), you can perform all of the operations by simply selecting the job.
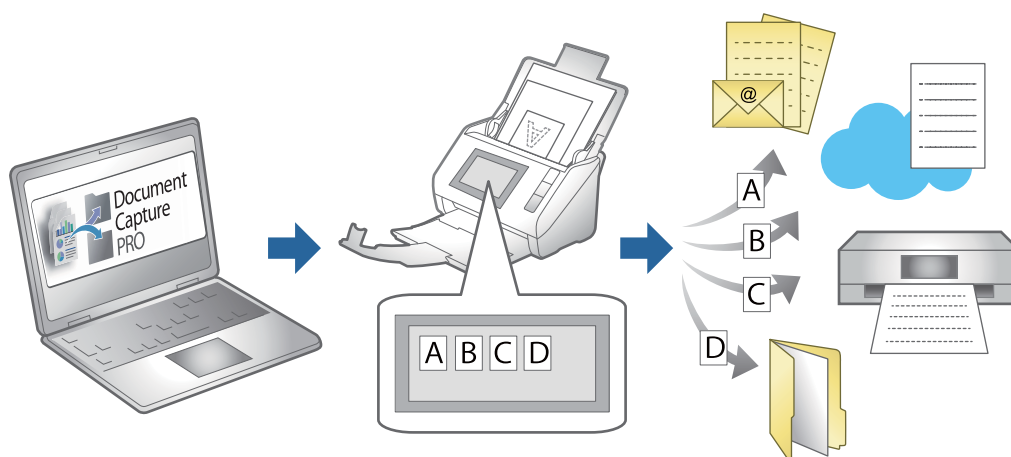
Creating a Job and Assigning a Job to the Control Panel (Windows)

See the Document Capture Pro manual for details. Access the URL below to view the latest manual.

https://support.epson.net/dcp/

Note:
There is a preset job that saves scanned images as PDFs.

Creating and Registering a Job (Mac OS)

Explains how to set a job in Document Capture. See the Document Capture help for details on the features.

1. Start Document Capture.

2. Click the 🖳 icon on the main window.

   The **Job List** window is displayed.

3. Click the + icon.

    The **Job Settings** window is displayed.

4. Make the job settings on the **Job Settings** window.

    ❑ **Job Name**: Enter the name of the job you want to register.

    ❑ **Scan**: Make scan settings such as the size of the originals or the resolution.

    ❑ **Output**: Set the saving destination, the saving format, the naming rules of the files, and so on.

    ❑ **Destination**: Select the destination of the scanned images. You can send them by email or forward them to an FTP server or Web server.

5. Click **OK** to return to the **Job List** window.

    The created job is registered in the **Job List**.

6. Click **OK** to return to the main window.

Assigning a Job to the Control Panel (Mac OS)

Explains how to assign a job to the scanner's control panel in Document Capture. See the Document Capture help for details on the features.

1. Start Document Capture.

2. Click the [icon] icon on the main window.

    The **Job List** window is displayed.

3. Click the [icon] icon and select **Event Settings**.

4. Select the job you want to run on the control panel from the pull-down menu.

5. Click **OK** to return to the **Job List** window.

    The job is assigned to the scanner's control panel.

6. Click **OK** to return to the main window.

Useful Features

Setting the Glass Surface Stain Detection Feature

Vertical lines (streaks) may appear in the image due to dust or dirt on the glass surface inside the scanner (the ADF scanning sensor).

When **Detect Glass Dirt** is set to On, the scanner detects any stains on the glass surface inside the scanner and displays a notification on your computer screen.

When this notification is displayed, clean the glass surface inside the scanner with the dedicated cleaning kit or a soft cloth.

The default setting is **Off**.

1. Start the Epson Scan 2 Utility.

   ❏ Windows 11/Windows Server 2022

   Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 10/Windows Server 2016

   Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

   Enter the application name in the search charm, and then select the displayed icon.

   ❏ Windows 7/Windows Server 2008 R2/Windows Server 2008

   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. Make the following settings on the **Scanner Setting** tab.

   Set **Detect Glass Dirt** to **On-Low** or **On-High**.
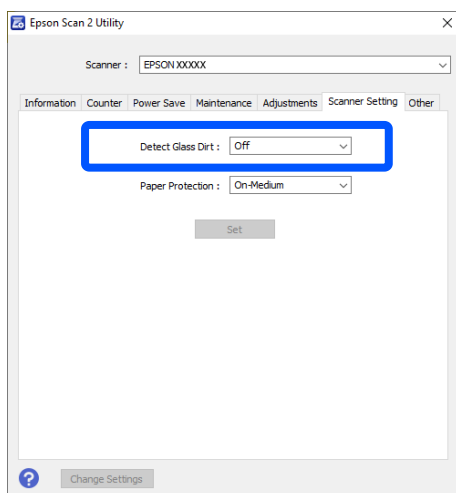
   Note:
   ❏ *Some stains may not be detected correctly.*

   ❏ *If detection does not work correctly, try changing the settings.*

   If no stains are detected, select ***On-High***. *If stains are detected incorrectly, select* ***On-Low*** *or* ***Off***.

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

Setting the Document Protection Feature

When scanning using the ADF and the following conditions occur, the scanner detects an excessive load on the ADF and immediately stops scanning to reduce damage to the original.

❏ A paper feed error has occurred

❏ An original is fed at an angle

The default setting is **On-Medium**.

> **❗ Important:**
> ❏ *This feature does not prevent all originals from being damaged.*
> ❏ *Paper feed errors may not be detected depending on the condition of the originals being fed.*

1. Start the Epson Scan 2 Utility.

   ❏ Windows 11/Windows Server 2022

      Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 10/Windows Server 2016

      Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

      Enter the application name in the search charm, and then select the displayed icon.

   ❏ Windows 7/Windows Server 2008 R2/Windows Server 2008

      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. Make the following settings on the **Scanner Setting** tab.

   Set **Paper Protection** to **On-Low**, **On-Medium** or **On-High**.

   To enable this feature, select the level of detection you want to use. See the following table for details on each level.

Level	Explanation
On-Low	Lower the sensitivity to detect the skew of the originals.
On-Medium	Detect the skew of the stapled originals and the skew that **On-Low** could not detect.
On-High	Increase the sensitivity to detect the skew of the originals.

You can also turn off this feature.
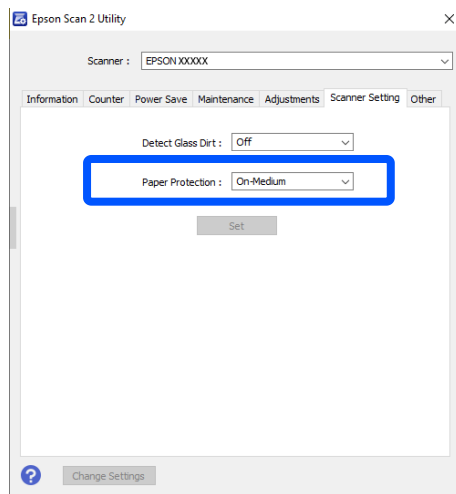
Note:
❏ *This feature may not work correctly depending on the original, the paper feeding conditions, and the level set.*

❏ *If false positives occur frequently, try lowering the level.*

❏ *If the original is an irregular shape or is scanned at an angle, it may be mistakenly detected as a paper feed error.*

❏ *When loading multiple originals, make sure to align the leading edge of the originals. Originals may be misdetected as feeding errors if the edges of the originals are not aligned, even if they are scanned correctly.*

❏ *Make sure you align the edge guides with the original to avoid scanning it at an angle.*

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

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. Doing so could cause deformation or discoloration to occur.*
> ❏ *Do not let water get inside the product. This could cause a malfunction to occur.*
> ❏ *Never open the scanner case.*

1. Press the ⏻ button to turn off the scanner.

2. Unplug the power cord from the scanner.

3. Clean the outer case with a cloth dampened with mild detergent and water.

Cleaning the ADF

After using the scanner for a while, paper powder and room dust in the ADF paper path and glass sections may cause problems with paper feed or scanned image quality. Clean the ADF after every 5,000 scans.

You can check the latest number of scans in the Epson Scan 2 Utility.

If a surface is stained with a hard-to-remove material, use a genuine Epson cleaning kit to remove the stains. Use a small amount of cleaner on the cleaning cloth to remove the stains.

> ⚠ *Caution:*
> *Be careful not to get your hands or hair caught in the gears or rollers when cleaning the ADF. This could cause an injury.*

> ❗ *Important:*
> ❏ *Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Doing so could cause deformation or discoloration to occur.*
> ❏ *Never spray any liquid or lubricant on the scanner. Damage to equipment or circuits may cause abnormal operations.*
> ❏ *Never open the scanner case.*

Note:
You can set cleaning time notifications and alerts after making a certain number of scans in the Epson Scan 2 Utility. By default, a notification is sent after every 5,000 scans.

1. Open the document cover.
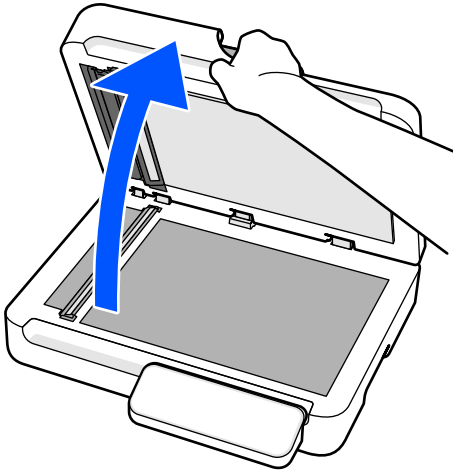
2. Prepare a soft, dry cloth.
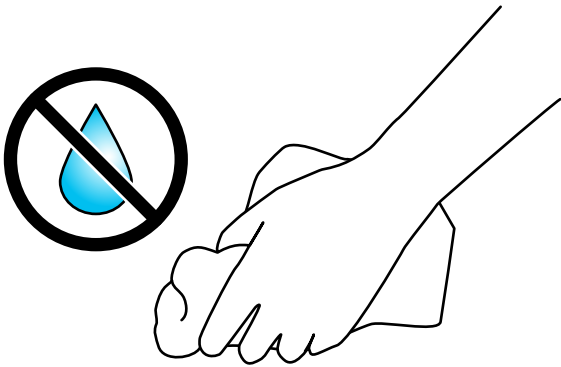
3. Wipe off any stains from the upper sensor and the paper path.
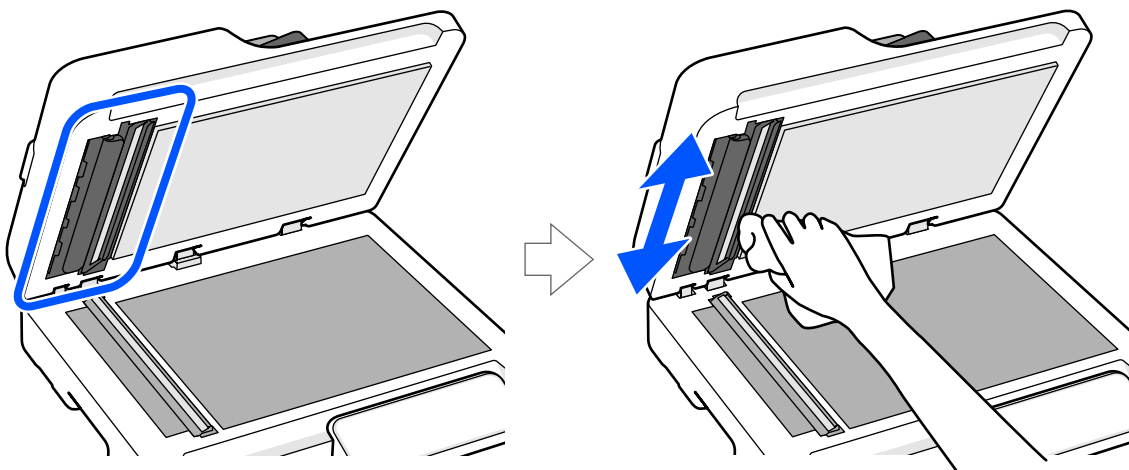
4. Wipe off any stains from the lower sensor and the paper path.
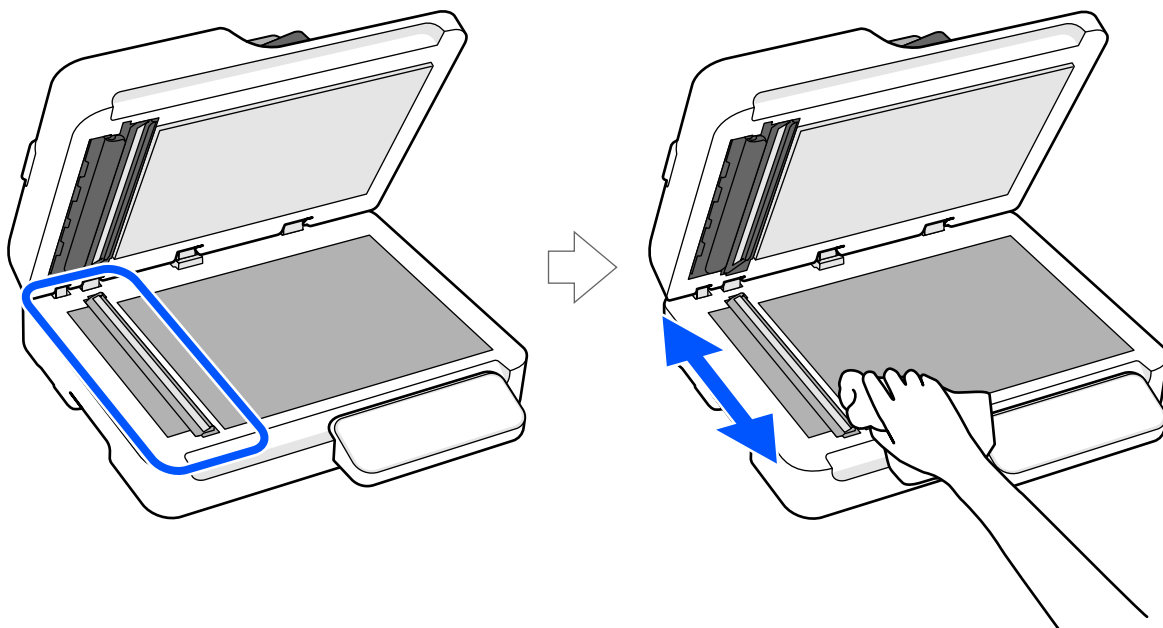
5. Close the document cover.
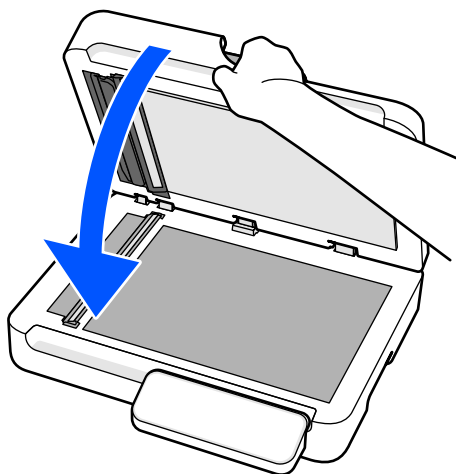
6. Open the ADF cover.
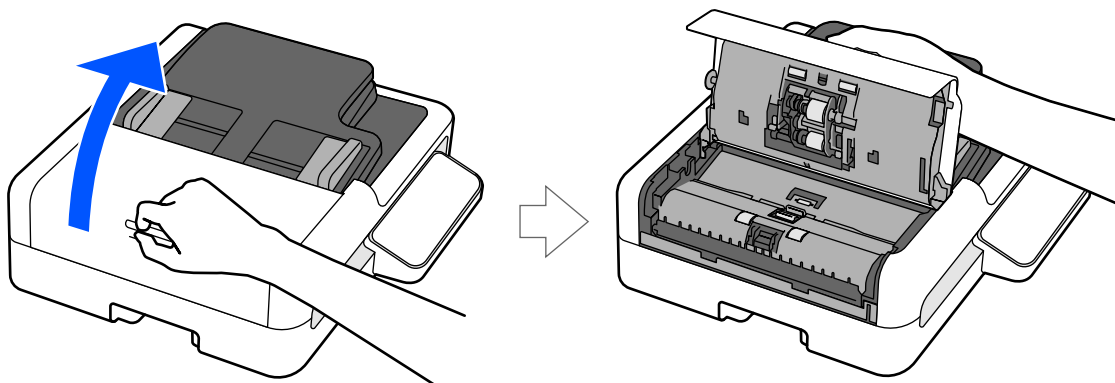
7.   Prepare a soft cloth dampened with water.
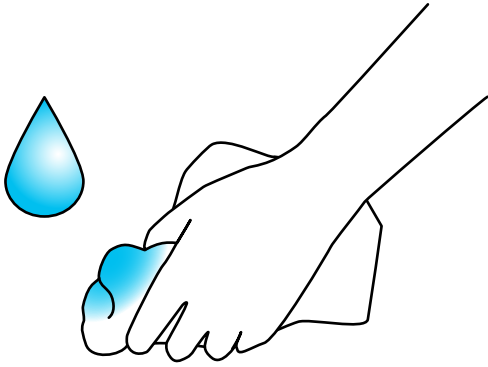
8.   Wipe off any stains from the upper rollers (two locations).
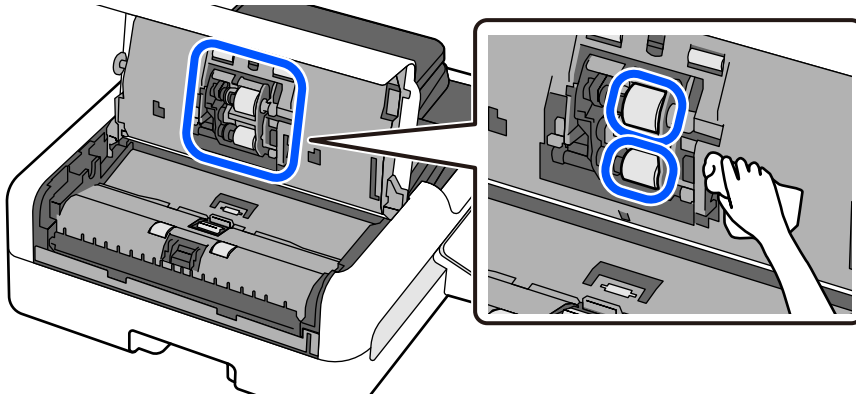
9.   Wipe off any stains from the lower rollers (two locations) and pads (two locations).
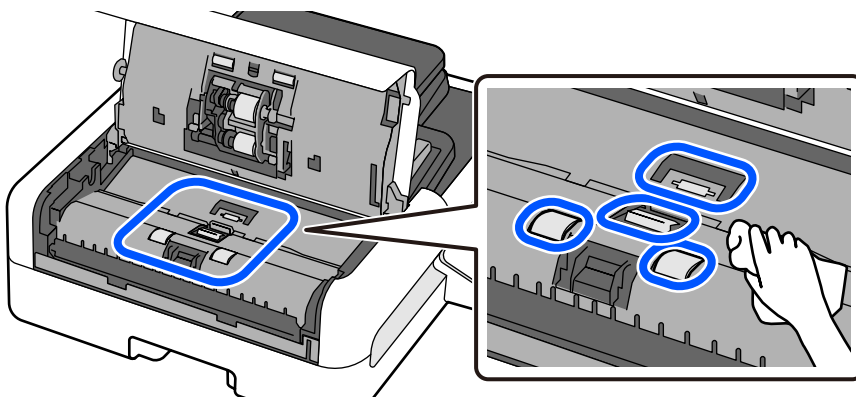
10. Close the ADF cover.
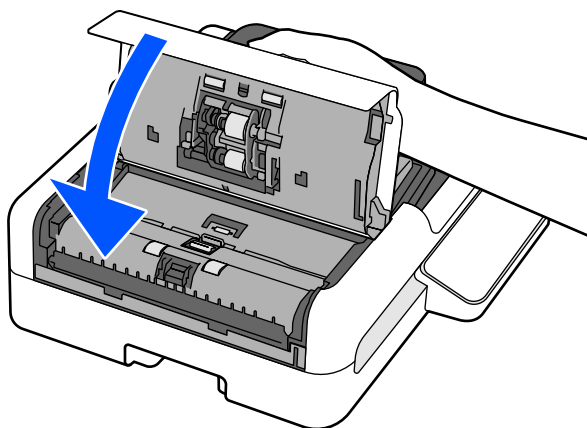
11. Reset the scan number on the Epson Scan 2 Utility.

Resetting the Number of Scans After Cleaning the ADF (Regular Cleaning)

After cleaning the ADF (Regular Cleaning), reset the scan number using the Epson Scan 2 Utility.

1. Turn on the scanner.

2. Start the Epson Scan 2 Utility.

   ❏ Windows 11/Windows Server 2022

     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 10/Windows Server 2016

     Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

     Enter the application name in the search charm, and then select the displayed icon.

   ❏ Windows 7/Windows Server 2008 R2/Windows Server 2008

     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**.

3. Click the **Maintenance** tab.

4.   Click **Reset** from **Regular Cleaning**.

Note:
*You cannot reset when **Regular Cleaning Alert** is not selected.*
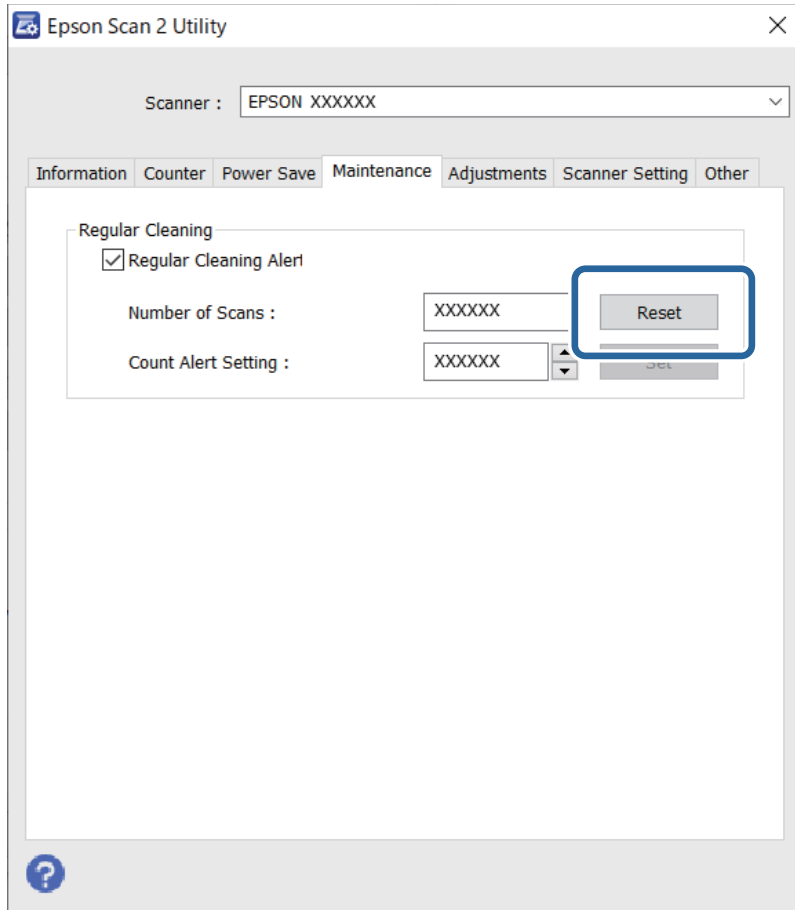
Cleaning the Scanner Glass

When the scanned images are smeared or scuffed, clean the scanner glass.

> **Important:**
> ❏ *Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Doing so could cause deformation or discoloration to 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. Open the document cover.
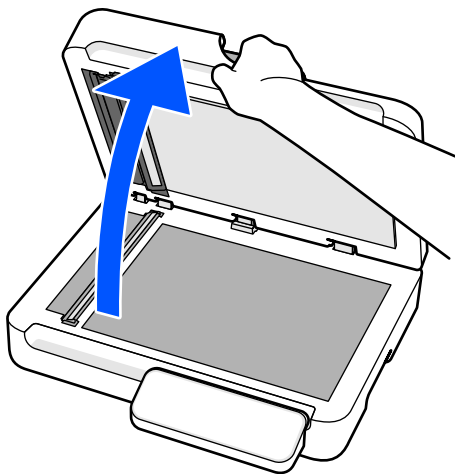
2. Prepare a soft, dry cloth.
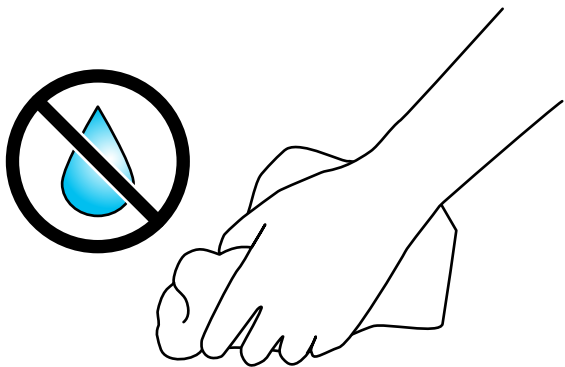
3. Wipe off any stains on the scanner glass.
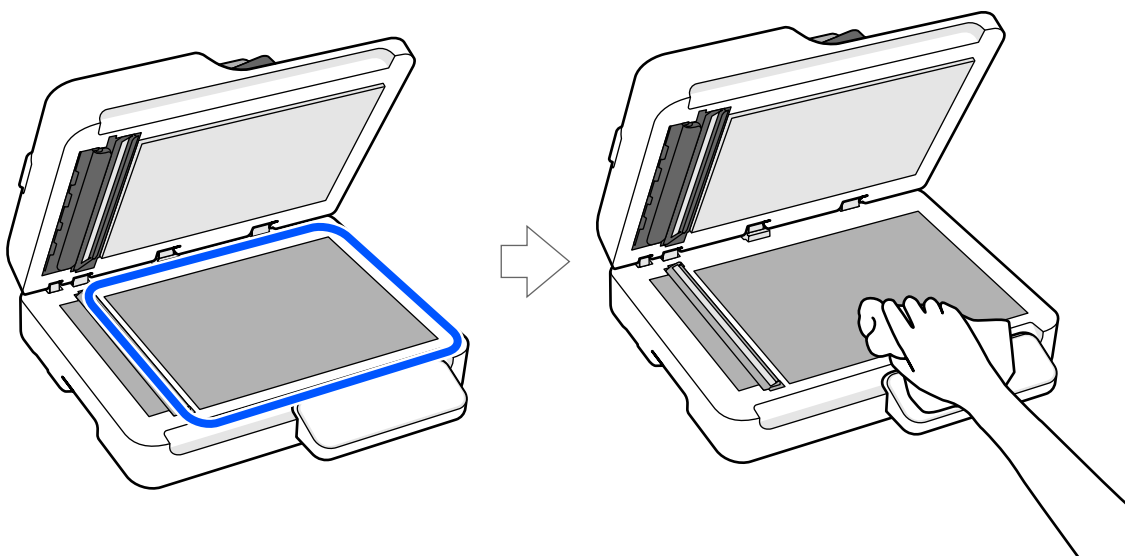
> ⚠️ *Important:*
> ❏ *Do not place too much force on the glass surface.*
>
> ❏ *Do not use a brush or a hard tool. Any scratches on the glass may affect the scan quality.*
>
> ❏ *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner on a soft cloth to remove it. After removing the stains, wipe thoroughly to ensure no moisture remains.*
>
> ❏ *Do not use the Epson cleaning kit to clean the scanner glass.*

4. Close the document cover.
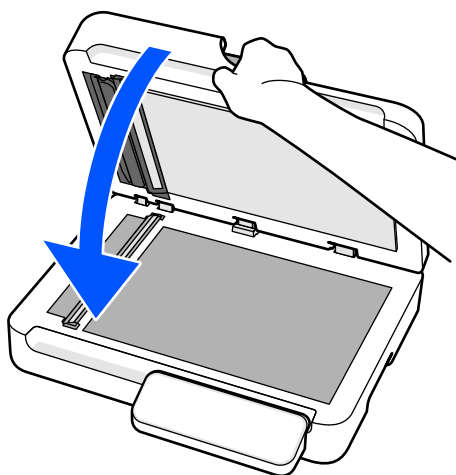
Energy Saving

You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any changes.

1. Start Epson Scan 2 Utility.

   ❏ Windows 11/Windows Server 2022

   Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 10/Windows Server 2016

   Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

   Enter the application name in the search charm, and then select the displayed icon.

   ❏ Windows 7/Windows Server 2008 R2/Windows Server 2008

   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)**, **Power Off Timer (minutes)**, or **Power Off If Disconnected**, and then click **Set**.
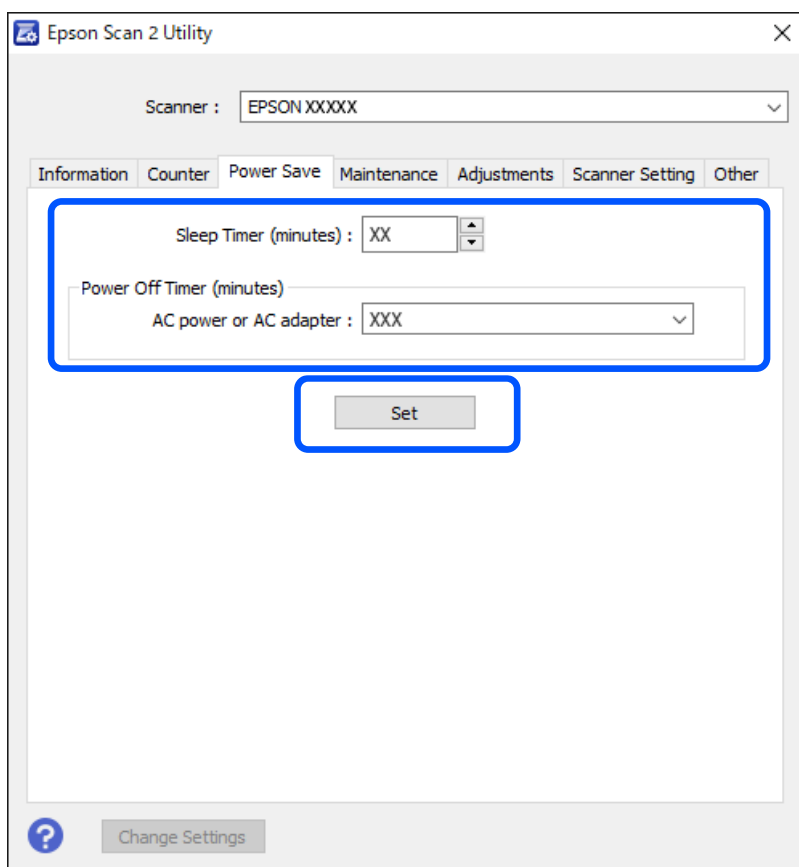
Note:
Available features may vary depending on the location of purchase.

Transporting the Scanner

When you need to transport the scanner to move or for repairs, follow the steps below to pack the scanner.

> ⚠️ *Caution:*
>
> *When carrying the scanner, place your hands at the bottom on both sides of the scanner, and then keep it in a horizontal position. If the scanner is tilted or placed vertically while carrying, the ADF may open. This could cause an injury.*

1. Press the ⏻ button to turn off the scanner.

2. Unplug the power cord from the scanner.

3. Remove the USB cable.

4. Make sure that there is no original inside the scanner.

5.   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.

     Note:
     Windows Server operating systems are not supported.

     ❑ Windows 11

         Click the start button, and then select **All apps** > **Epson Software** > **EPSON Software Updater**.

     ❑ 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 **Finder** > **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

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

http://www.epson.com

Updating Firmware without Connecting to the Internet

You can download the device's firmware from Epson website on the computer, and then connect the device and the computer by USB cable to update the firmware.

Note:
Before updating, make sure that the scanner driver Epson Scan 2 is installed on your computer. If Epson Scan 2 is not installed, install it again.

1.   Check the Epson website for the latest firmware update releases.

     http://www.epson.com

     ❑ If there is the firmware for your scanner, download it and go to the next step.

❏ If there is no firmware information on the website, you are already using the latest firmware.

2.   Connect the computer that contains the downloaded firmware to the scanner by USB cable.

3.   Double-click the downloaded .exe file.

Epson Firmware Updater starts.

4.   Follow the on-screen instructions.

Solving Problems

Problems with the Scanner

Scanner Lights Indicate an Error

Check the following if the scanner lights indicate an error.

❏ Make sure there are no originals jammed in the ADF.

❏ Make sure the ADF cover is closed.

❏ Make sure the scanner is connected to your computer properly.

❏ Make sure Epson Scan 2 is installed correctly.

❏ If the firmware update fails and the scanner enters recovery mode, update the firmware again using a USB connection.

❏ Restart the scanner. If the problem is not solved, the product may be malfunctioning. Also, the light source in the scanner unit may need to be replaced. Contact your dealer. In the U.S., Canada, and Latin America, contact Epson Support.

Related Information

➡ "Error Indicators" on page 17
➡ "Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently" on page 88

A Message Prompting You to Perform Cleaning (Regular Cleaning) is Displayed

This message is displayed when the Regular Cleaning notification setting is enabled, and the set number of scans has been reached.

Clean the ADF, and then use Epson Scan 2 Utility to reset the scan count after cleaning.

Related Information

➡ "Cleaning the ADF" on page 68
➡ "Resetting the Number of Scans After Cleaning the ADF (Regular Cleaning)" on page 72

The Scanner Does Not Turn On

❏ Make sure the power cord is securely connected to the scanner and an electrical outlet.

❏ Check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on.

The Scanner Turns Off Unexpectedly

Check the auto power off setting in Epson Scan 2 Utility. If the auto power off setting is enabled, the scanner turns off automatically after a set time.

Related Information

➡ "Energy Saving" on page 75

Problems Starting Scanning

Cannot Start Scanning from Computer

Checking the Connection Status (Windows)

Use the Epson Scan 2 Utility to check the connection status.

Note:
Epson Scan 2 Utility is an application supplied with the scanner software.

1. Start the Epson Scan 2 Utility.

   ❏ Windows 11

     Click the start button, and then select **All apps** > **EPSON** > **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**.

2. On the **Epson Scan 2 Utility** screen, open the **Scanner** list, and then click **Settings** to open the **Scanner Settings** screen.

   If the **Scanner Settings** screen is already displayed, go to the next step.

3. If the scanner is not displayed on the **Scanner Settings** screen, your scanner is not detected.

   Make sure the scanner is connected to the computer with a USB cable.

Check the related information if you cannot scan even after connecting a USB cable.

Related Information

➡ "The Scanner Cannot Connect by USB" on page 82
➡ "Cannot Scan Even Though a Connection has been Correctly Established" on page 82

Checking the Connection Status (Mac OS)

Use the Epson Scan 2 Utility to check the connection status.

Note:
Epson Scan 2 Utility is an application supplied with the scanner software.

1. Start the Epson Scan 2 Utility.

    Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.

2. On the **Epson Scan 2 Utility** screen, open the **Scanner** list, and then click **Settings** to open the **Scanner Settings** screen.

    If the **Scanner Settings** screen is already displayed, go to the next step.

3. If the scanner is not displayed on the **Scanner Settings** screen, your scanner is not detected.

    Make sure the scanner is connected to the computer with a USB cable.

Check the related information if you cannot scan even after connecting a USB cable.

Related Information

The Scanner Cannot Connect by USB

The following causes can be considered.

The USB cable is not plugged into the electrical outlet correctly.

Solutions

Connect the USB cable securely to the scanner and the computer.

There is a problem with the USB hub.

Solutions

If you are using a USB hub, try to connect the scanner directly to the computer.

There is a problem with the USB cable or the USB inlet.

Solutions

If the USB cable cannot be recognized, change the port, or change the USB cable.

The scanner is off.

Solutions

Make sure the scanner is turned on.

Also, wait until the status light stops flashing indicating that the scanner is ready to scan.

Cannot Scan Even Though a Connection has been Correctly Established

Required applications are not installed on your computer.

Solutions

Make sure the following applications are installed:

❑ Document Capture Pro (Windows) or Document Capture (Mac OS)

❑ Epson Scan 2

If the applications are not installed, install them again.

Job is not assigned to the scanner button.

Solutions

Check that the job is correctly assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac OS).

If you are using any TWAIN-compliant programs, the correct scanner is not selected as the source setting. (Windows)

Solutions

Make sure that you select the correct scanner from your programs list.

Paper Feeding Problems

Multiple Originals Are Fed (Double Feed)

Check the following when a double feed occurs.

❑ If an original gets jammed, open the ADF cover and remove the original.

❑ Check the scanned image, and then scan the originals again if necessary.

If multiple originals are fed frequently, try the following.

❑ If you load unsupported originals, the scanner may feed multiple originals at a time.

❑ Reduce the number of originals being placed at a time.

❑ Clean the ADF.

"Cleaning the ADF" on page 68

Related Information

➡ "Cleaning the ADF" on page 68

➡ "Removing Jammed Originals from the Scanner" on page 83

Removing Jammed Originals from the Scanner

If an original gets jammed in the ADF, follow the steps below to remove it.

1. Remove the original that is not fed.
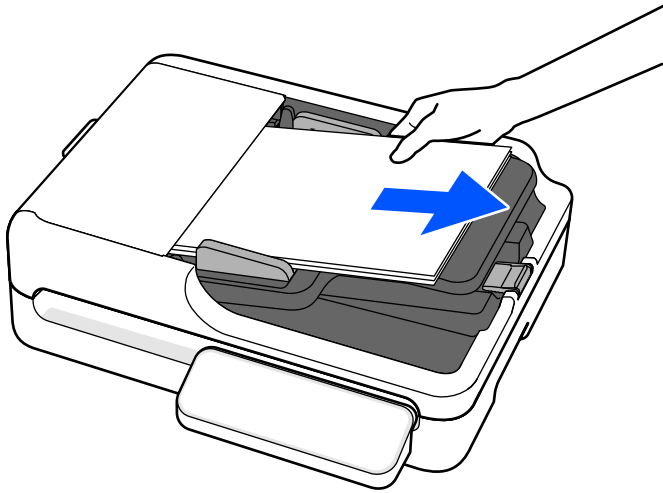
2. Open the ADF cover.
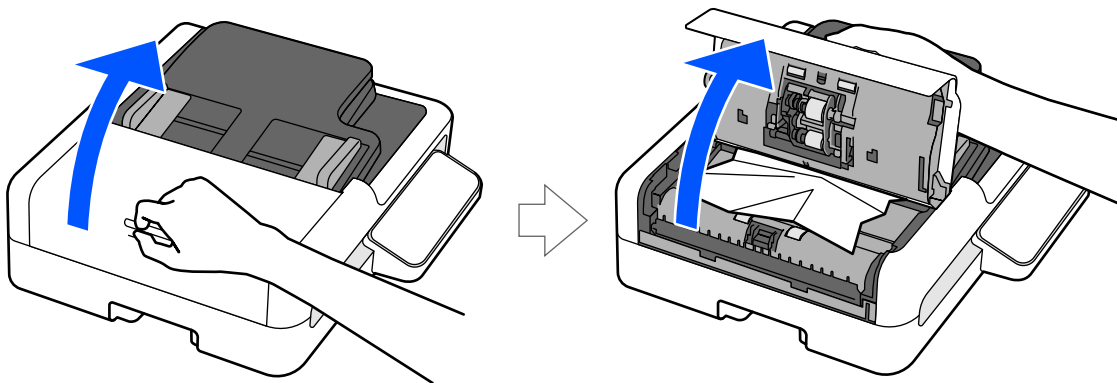
3. Remove any jammed originals.

    ❏ If there are originals on the input tray side, pull them out as shown in the illustration.
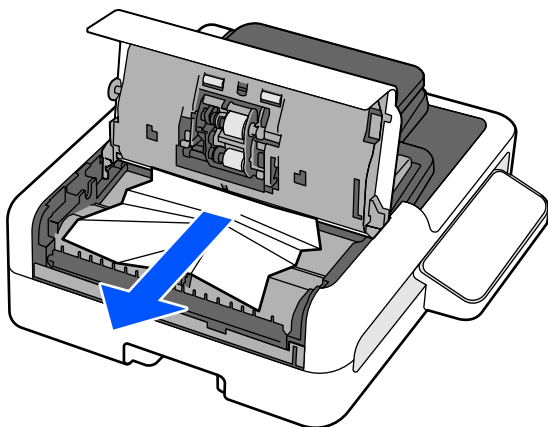
❏ If there are originals on the output tray side, pull them out as shown in the illustration.
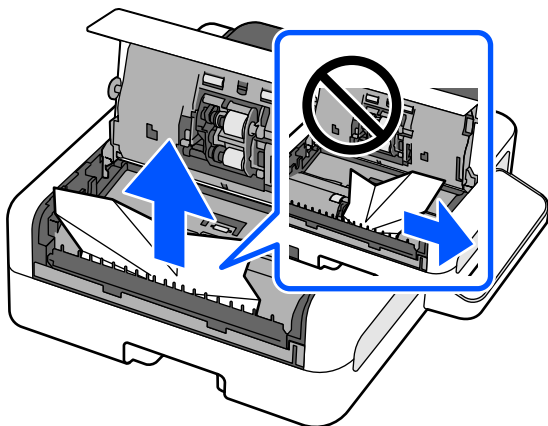
> **Important:**
>
> Do not pull the originals out sideways. Otherwise, the original or the ADF may be damaged.

4. Close the ADF cover.
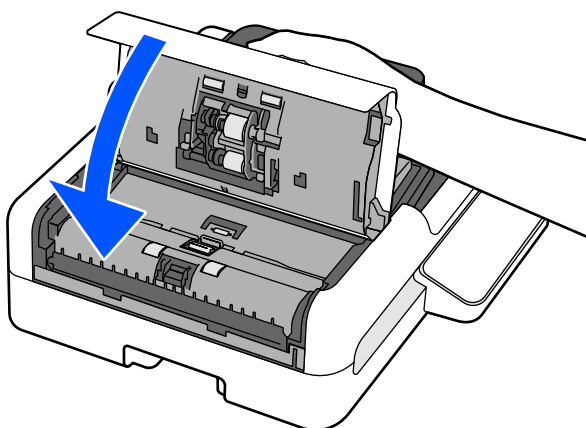
5. Raise the input tray.
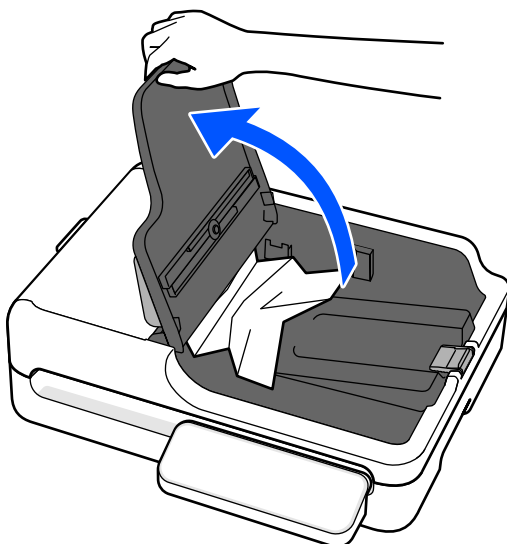
6. Remove any jammed originals.
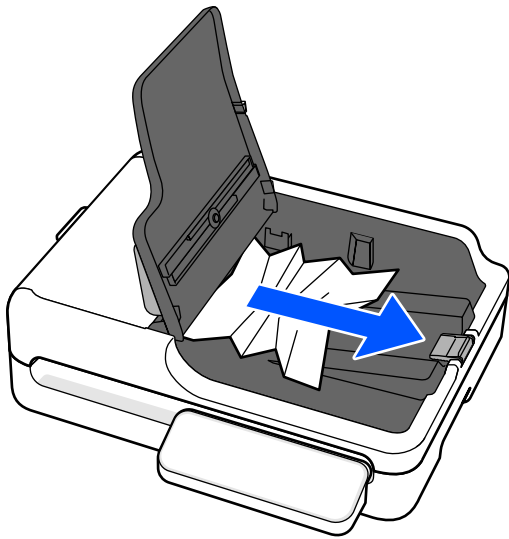
7. Lower the input tray.
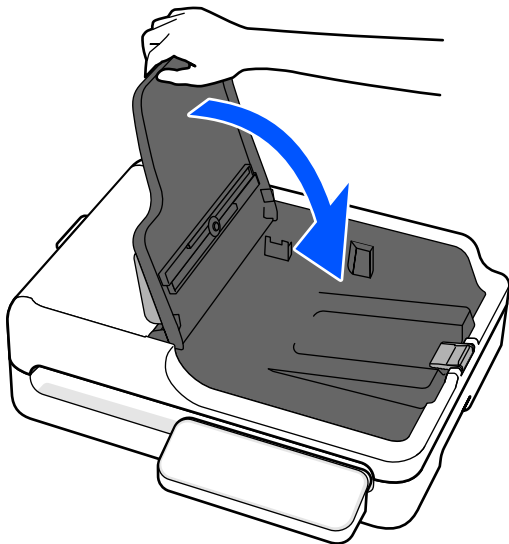
8. Open the document cover.
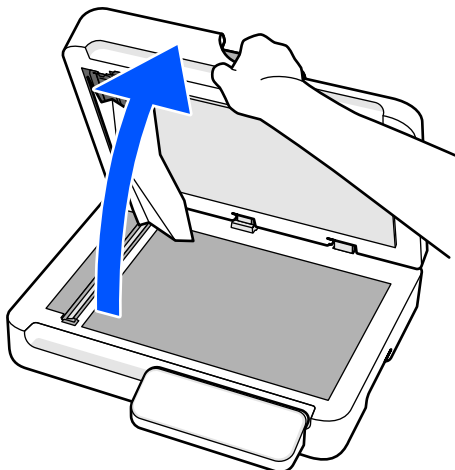
9. Remove any jammed originals.

> **Important:**
>
> *Remove the jammed originals in the direction shown in the illustration. Otherwise, the original or the ADF may be damaged.*
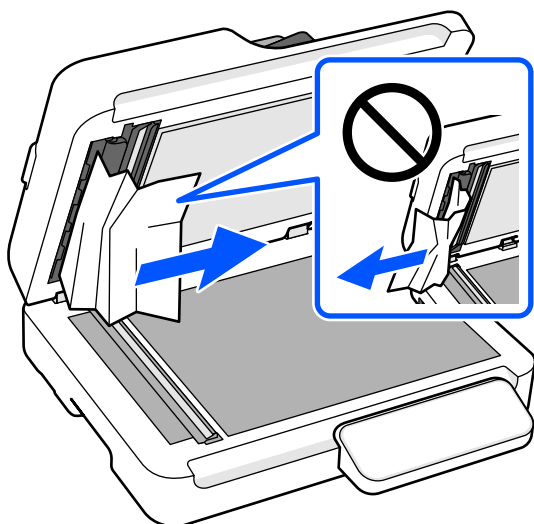
10. Close the document cover.
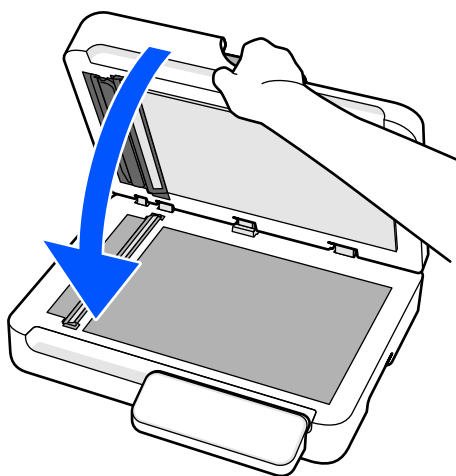
11. Open the ADF cover.
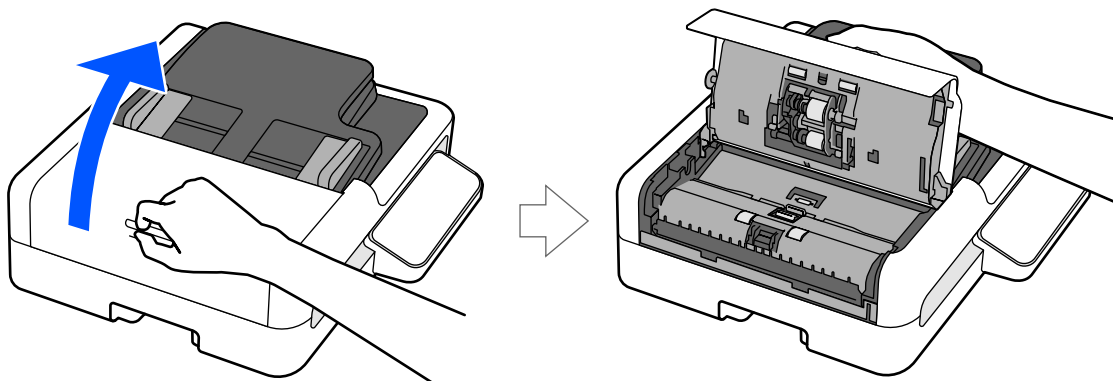
12. Make sure that no paper (or pieces of paper) remain in the areas shown in the illustration.
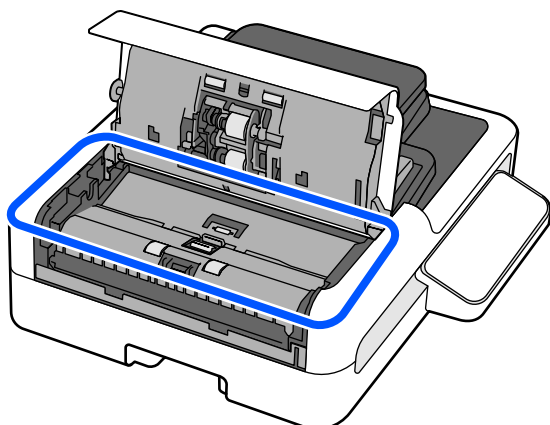
13. Close the ADF cover.
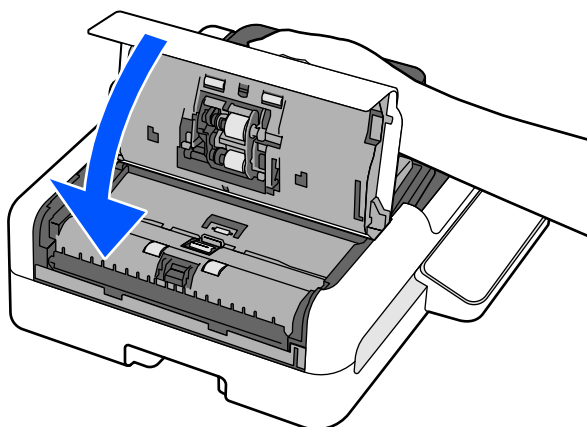
Note:
❏ *If the error continues to occur after removing the jammed original, open the ADF cover and check again to make sure no pieces of paper remain.*

❏ *When scanning using the ADF, make sure that the originals are placed correctly. Also, make sure that the originals meet the conditions and type required to scan using the ADF.*

Related Information

➡ "Multiple Originals Are Fed (Double Feed)" on page 83

➡ "Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently" on page 88

➡ "Paper Protection Does not Work Correctly" on page 90

➡ "Types of Originals that Require Attention (ADF)" on page 22

➡ "Types of Originals that Must Not be Scanned (ADF)" on page 23

➡ "Specifications and Placing of Originals (ADF)" on page 24

Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently

If the following problems occur, check the original and the status of the scanner.

❑ Originals jam frequently

❑ Paper feed errors occur frequently

❑ Document protection issues occur frequently

Points to check when loading originals

❑ For originals with folds or that are curled, flatten the original before loading.

❑ When loading originals with a mixture of different sizes, load the originals with the side to be scanned facing up and in descending order of paper size with the widest at the back and the narrowest at the center of the input tray. Next, slide the edge guides to align them with the widest originals.
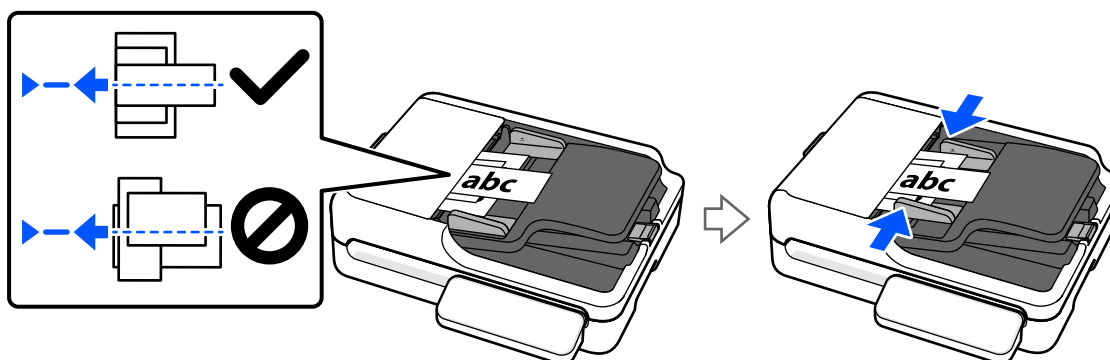
"Placing a Mixture of Originals at Different Sizes" on page 30

If the problem is not solved, try scanning the originals at each size separately, or scan the originals one by one. Align the edge guides to the width of the originals each time you load them.

Note:
You can use the following methods to scan the originals multiple times separately and then save them to one file.

❑ *When you are using Epson Scan 2, select* **Add or edit pages after scanning** *checkbox, and then scan the original. You can add different originals or edit (rotate, move, and delete) the scanned pages after scanning. See the Epson Scan 2 help for details.*

❑ *When using Document Capture Pro, you can add originals for scanning or edit scanned pages (rotate, move, or delete) on the* **Edit Scanned Results** *screen. Alternatively, you can quickly perform additional scans without changing the settings by selecting* **Show the confirmation dialog after scanning** *on the Scan Settings screen.*

See the Document Capture Pro help for details.

❑ After scanning, remove the original from the output tray.

Points to check on the scanner

Clean the ADF.

"Cleaning the ADF" on page 68

Related Information

➡ "Types of Originals that Require Attention (ADF)" on page 22

➡ "Placing a Mixture of Originals at Different Sizes" on page 30

➡ "Cleaning the ADF" on page 68

➡ "Multiple Originals Are Fed (Double Feed)" on page 83

➡ "Paper Protection Does not Work Correctly" on page 90

Paper Protection Does not Work Correctly

Depending on the original and the level you set, this feature may not work correctly.

❏ If false positives occur frequently, try lowering the level.

❏ If your original is damaged, check that this feature is enabled. If it is already enabled, increase the level of protection for the feature.

Related Information

➡ "Setting the Document Protection Feature" on page 65

➡ "Removing Jammed Originals from the Scanner" on page 83

Originals are not Ejected Neatly

If scanned originals become misaligned or scattered, or if they fall out of the output tray, raise the stopper.
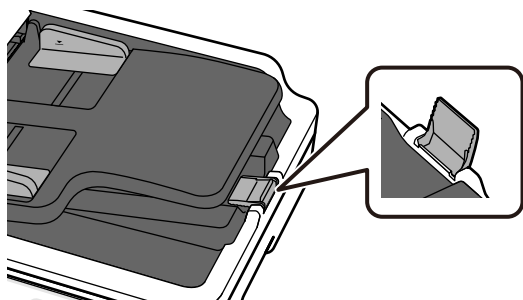
The Originals Get Dirty

Clean the inside of the scanner.

Related Information

➡ "Cleaning the ADF" on page 68

Scanning Speed Slows Down when Scanning Continuously

When scanning continuously using the ADF, scanning slows down to prevent the scanner mechanism from overheating and being damaged. However, you can continue scanning.

To regain normal scanning speed, leave the scanner idle for at least 30 minutes. Scanning speed does not recover even if the power is off.

Scanning Takes a Long Time

❏ The scanning speed may slow down depending on the scanning conditions, such as high resolution, image adjustment features, file format, and so on.

❏ If you are using a USB hub, try to connect the scanner directly to the computer.

❑ 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.

C:\Users\(user name)\AppData\Local\Temp

Related Information

➡

Scanned Image Problems

Uneven Colors, Dirt, Spots, and so on Appear when Scanning from the Scanner Glass

❑ Clean the scanner glass.

❑ Remove any trash or dirt that adheres to the original.

❑ Do not press with too much force on the original or the document cover. If you press with too much force, blurring, smudges, and spots may occur.

Lines (Streaks) Appear when Scanning from ADF
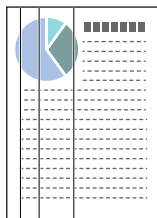
❑ Clean the ADF.

Straight lines (streaks) may appear in the image when debris or dirt gets into the ADF.

❑ Remove any debris or dirt that adheres to the original.

❑ Using **Glass Dirt Detection** feature, a notification is displayed when dirt is detected on the scanner glass inside the scanner (the ADF scanning sensor).

Select **Scanner Setting** tab and then select **On-High** or **On-Low** from **Detect Glass Dirt** in Epson Scan 2 Utility .

When an alert is displayed, clean the glass surfaces inside your scanner using a genuine Epson cleaning kit or a soft cloth.

Note:
❑ *Some stains may not be detected correctly.*

❑ *If the detection does not work correctly, change the setting.*

*If no stains are detected, select **On-High**. If stains are detected incorrectly, select **On-Low** or **Off**.*

Related Information

➡ "Cleaning the ADF" on page 68

➡ "Setting the Glass Surface Stain Detection Feature" on page 64

Alert About Stains Inside the Scanner Still Appears

If the alert screen appears after cleaning the inside of the scanner, glass part will be required to replace.

Contact your local dealer to repair. In the U.S., Canada, and Latin America, contact Epson Support.

Related Information

➡ "Cleaning the ADF" on page 68

Colors Are Uneven in Images Scanned Using the ADF
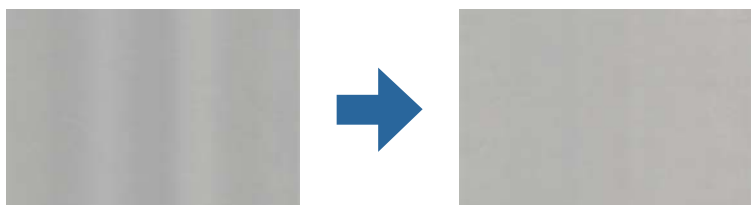
If the scanner is subject to strong light such as direct sunlight, the sensor inside the scanner misdetects the light and colors in the scanned image become uneven.

❏ Change the orientation of the scanner so that no strong light is shining into the ADF.

❏ Move the scanner to a location where it will not be subjected to strong light.

Text Scanned from the ADF Appears Distorted, Blurred, or Misaligned

❏ Try placing the original upside down with the side to be scanned facing up. This might improve the results.

❏ Depending on the original, it may not be scanned clearly from the ADF. Place the original on the scanner glass.

Expanding or Contracting the Scanned Image Using the ADF

When expanding or contracting the scanned image using the ADF, 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 11/Windows Server 2019/Windows Server 2022

      Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.

❏ Windows 10/Windows Server 2016

Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7/Windows Server 2008 R2

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.

An Image on the Back of Your Original Appears in Your Scanned Image

Images on the back of the original may appear in the scanned image.

❏ When scanning thin originals on the scanner glass, place black paper over the original.

❏ When **Auto**, **Color**, or **Grayscale** is selected as the **Image Type**:

❏ Check that **Remove Background** is selected.

Document Capture Pro (Windows)/Document Capture (Mac OS X): Press the **Detailed Settings** button on the Scan Settings screen to open the Epson Scan 2 screen. On the **Advanced Settings** tab, select **Remove Background**.

Epson Scan 2: On the **Advanced Settings** tab, select **Remove Background**.

❏ Adjust the brightness and density.

Epson Scan 2: Adjust the **Brightness** on the **Advanced Settings** tab.

❏ When you select **Black & White** from **Image Type**:

Check that **Text Enhancement** is selected.

Document Capture Pro (Windows)/Document Capture (Mac OS X): On the Scan Settings screen, select **Text Enhancement**.

Epson Scan 2: On the **Advanced Settings** tab, select **Text Enhancement**.

Depending on the condition of your scanned image, click **Settings**, and then move the slider towards **Remove background**.

Scanned Text or Images are Missing or Blurred

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

❏ Change the resolution, and then scan again.

Set the appropriate resolution for the purpose of your scanned image.

❑ Check that **Text Enhancement** is selected.

Document Capture Pro (Windows)/Document Capture (Mac OS X): On the Scan Settings screen, select **Text Enhancement**.

Epson Scan 2: On the **Advanced Settings** tab, select **Text Enhancement**.

When you select **Black & White** as the **Image Type**, depending on the condition of the scanned image, click **Settings** and adjust the slider for **Emphasize light letters / Remove background**, turn off **Remove spot noise**, or set the level to **Low**.

❑ If you are scanning in JPEG format, try changing the compression level.

Document Capture Pro (Windows)/Document Capture (Mac OS X): Click **Option** on the Save Settings screen to change the JPEG quality.

Epson Scan 2: Click **Image Format** > **Options**, and then change the **Image Quality**.

Also, check the following when scanning from the scanner glass.

❑ Make sure the original is placed flat on the scanner glass. Also make sure your original is not wrinkled or warped.

❑ Make sure you do not move the original or the scanner while scanning.

❑ Make sure the scanner is placed on a flat and stable surface.

Related Information

➡ "Setting a Resolution That Suits the Scanning Purpose" on page 60

Moiré Patterns (Web-Like Shadows) Appear

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

❑ Select **Descreening** on the **Advanced Settings** tab in Epson Scan 2 screen.

When you are using Document Capture Pro, you can open the Epson Scan 2 screen by pressing the **Detailed Settings** button on the Scan Settings screen. Select **Descreening** on the **Advanced Settings** tab.

❑ Change the resolution, and then scan again.

Cannot Scan the Correct Area on the Scanner Glass

❑ Make sure the original is placed correctly against the alignment marks.

❑ If the edges of the scanned image are cut off, move the original slightly away from the edges of the scanner glass.

❑ If the original is thick, place it in the center of the scanner glass. Make sure that exterior light, such as from lamps or other sources, does not shine directly onto the scanner glass.

❑ The maximum size of the original you can scan is 215.9×297.1 mm (8.5×11.7 in.).

❏ There are areas at the top, bottom, left, and right edges of the scanner glass that cannot be scanned.

> ❏ Top: 1.5 mm (0.06 in.)
>
> ❏ Left: 1.5 mm (0.06 in.)
>
> ❏ Right: 8 mm (0.31 in.)
>
> ❏ Bottom: 15 mm (0.59 in.)

❏ Check the settings in **Edge Correction**. When enabled, the edges of the image are corrected. Try changing the setting.

Document Capture Pro (Windows)/Document Capture (Mac OS X): Press the **Detailed Settings** button on the Scan Settings screen to open the Epson Scan 2 screen. On the **Advanced Settings** tab, select **None** from **Edge Correction**.

Epson Scan 2: On the **Advanced Settings** tab, select **None** from **Edge Correction**.

Related Information

➡

Cannot Scan Multiple Originals at the Same Time

❏ When placing multiple originals on the scanner glass, make sure they meet the following requirements.

> ❏ Keep each original away from the edges of the scanner glass by the following distances:
>
> > ❏ Top: 6 mm (0.24 in.)
> >
> > ❏ Left: 6 mm (0.24 in.)
> >
> > ❏ Right: 12 mm (0.47 in.)
> >
> > ❏ Bottom: 20 mm (0.79 in.)
>
> ❏ Leave a gap of at least 20 mm (0.79 in.) between each original.
>
> ❏ The originals must be at least 20×20 mm (0.79×0.79 in.) in size.
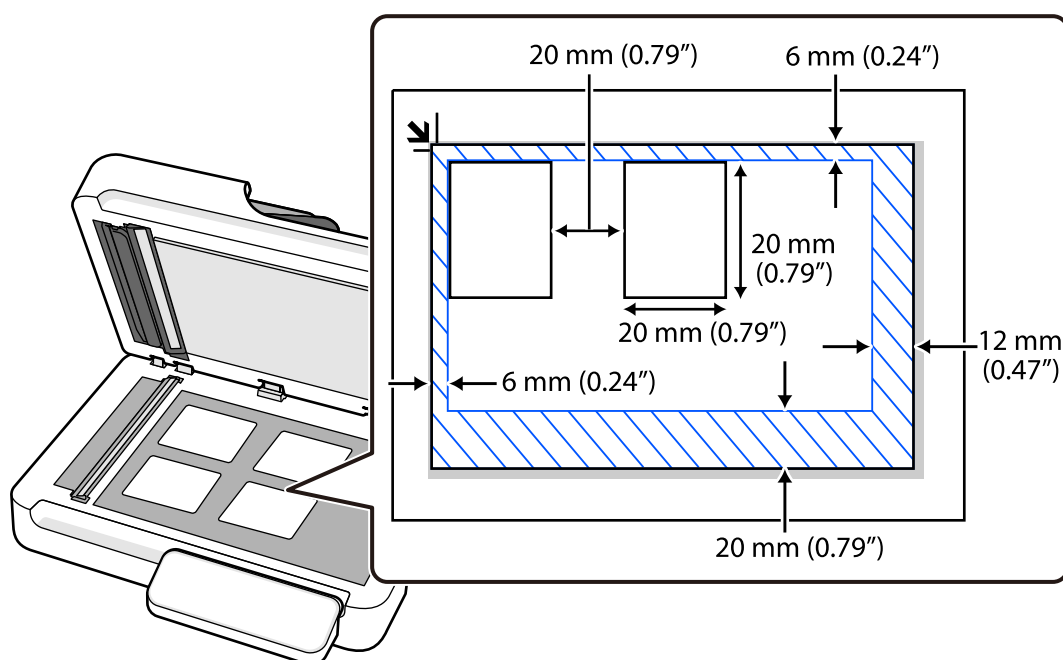
❏ Check that the originals are placed straight.

❏ When scanning, set **Document Size** to **Auto Detect** on the Scan Settings screen.

❏ Depending on the originals, you may not be able to scan multiple originals at the same time. Scan such originals one by one.

Related Information

➡

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.

❏ Adjust **Crop Margins for Size "Auto"** in the Epson Scan 2 screen. When you are using Document Capture Pro, you can open the Epson Scan 2 screen by pressing the **Detailed Settings** button on the Scan Settings screen.

Click the **Main Settings** tab > **Document Size** > **Settings**. On the **Document Size Settings** screen, 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.

Note:
*If the size of the original you want to scan is not on the list, create the size manually on the Epson Scan 2 screen. When you are using Document Capture Pro, you can open the Epson Scan 2 screen by pressing the **Detailed Settings** button on the Scan Settings screen.*

*Click the **Main Settings** tab > **Document Size**, and then select **Customize**.*

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 many times

   ❏ Originals received by fax (at low resolutions)

   ❏ Originals with tightly spaced characters or line spacing

   ❏ Originals with ruled lines or underlined 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.

❏ If you have set **Image Type** to **Color** or **Grayscale** in Epson Scan 2, try adjusting the **Text Enhancement** setting.

Click the **Advanced Settings** tab > **Text Enhancement** > **Settings**, and then select **Emphasize light letters for OCR** as the **Mode**.

Note:
You need the EPSON Scan OCR component to save as a **Searchable PDF**. *This is installed automatically when you set up the scanner using the installer.*

Binding Margins of a Booklet are Distorted or Blurred

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

To decrease distortion or blurring on the binding margin, gently press down the document cover and hold it down while scanning to flatten the booklet. Make sure you do not move the booklet while scanning.

> ❗ *Important:*
> *Do not press the document cover with too much force. Otherwise, the booklet or the scanner may be damaged.*

Cannot Solve Problems in the Scanned Image

If you have tried all of the solutions and have not solved the problem, initialize the scanner driver (Epson Scan 2) settings using Epson Scan 2 Utility.

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

1. Start Epson Scan 2 Utility.

   ❑ Windows 11/Windows Server 2019/Windows Server 2022

   Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.

   ❑ Windows 10/Windows Server 2016

   Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

   ❑ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

   Enter the application name in the search charm, and then select the displayed icon.

   ❑ Windows 7/Windows Server 2008 R2/Windows Server 2008

   Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

   ❑ Mac OS

   Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.

2. Select the **Other** tab.

3. Click **Reset**.

   Note:
   If initialization does not solve the problem, uninstall and re-install the scanner driver (Epson Scan 2).

Document Capture Pro Problems

For problems that occur when scanning using Document Capture Pro, access the following URL to check the Document Capture Pro manual.

https://support.epson.net/dcp/

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 11/Windows Server 2022

      Click the start button, and then select **All apps** > **Windows Tools** > **Control Panel**.

   ❏ Windows 10/Windows Server 2016/Windows Server 2019

      Click the start button, and then select **Windows System** > **Control Panel**.

   ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

      Select **Desktop** > **Settings** > **Control Panel**.

   ❏ Windows 7/Windows Server 2008 R2

      Click the start button, and then select **Control Panel**.

4. Select **Uninstall a program** in **Programs**.

5. Select the application you want to uninstall.

6. Click **Uninstall/Change** or **Uninstall**.

   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.

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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 Apple 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 scanner driver (Epson Scan 2), disconnect the scanner and the computer temporarily.

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

3. Visit the following website and search for your model to access the installer.

   https://epson.com/support (U.S.)

   https://epson.ca/support (Canada)

   https://latin.epson.com/support (Latin America)

   https://epson.sn > **Setup** (Other regions)

Technical Specifications

General Scanner Specifications

Note:
Specifications are subject to change without notice.

Scanner type	Flatbed color scanner with ADF
Photoelectric device	CIS
Effective pixels (scanner glass)	10,200×14,040 at 1,200 dpi
Light source	RGB LED
Optical resolution	ADF: 600 dpi (main scan), 600 dpi (sub scan) Scanner glass: 1,200 dpi (main scan), 1,200 dpi (sub scan)
Scanning resolution	50 to 1,200 dpi (in 1 dpi increments)
Document Size	ADF: ❑ Max: 215.9×3,048.0 mm (8.5×120 inches) ❑ Min: 105.0×148.0 mm (4.13×5.83 inches) Scanner glass: ❑ Max 215.9×297.1 mm (8.5×11.7 inches)
Paper input (ADF)	Face-up loading
Paper output (ADF)	Face-down ejection
Paper capacity (ADF)	60 sheets of paper at a thickness of 80 g/m²
Color depth	Color ❑ 30 bits per pixel internal (10 bits per pixel per color internal) ❑ 24 bits per pixel external (8 bits per pixel per color external) Grayscale ❑ 10 bits per pixel internal ❑ 8 bits per pixel external Black and white ❑ 10 bits per pixel internal ❑ 1 bit per pixel external
Interface	Hi-Speed USB

Dimensions and Weight Specifications

Dimensions

When the stopper is stored (unit: mm (inches))
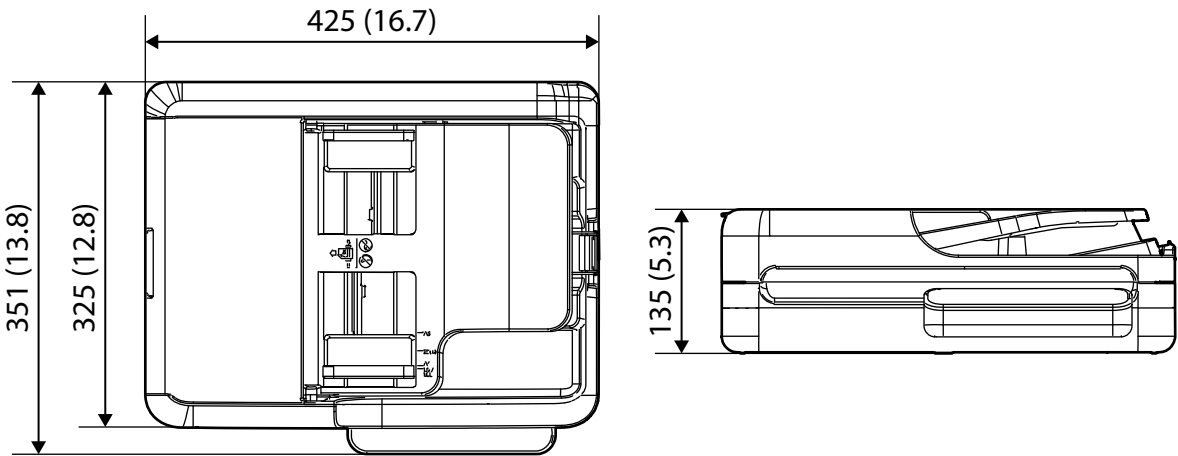
When the stopper is extended (unit: mm (inches))
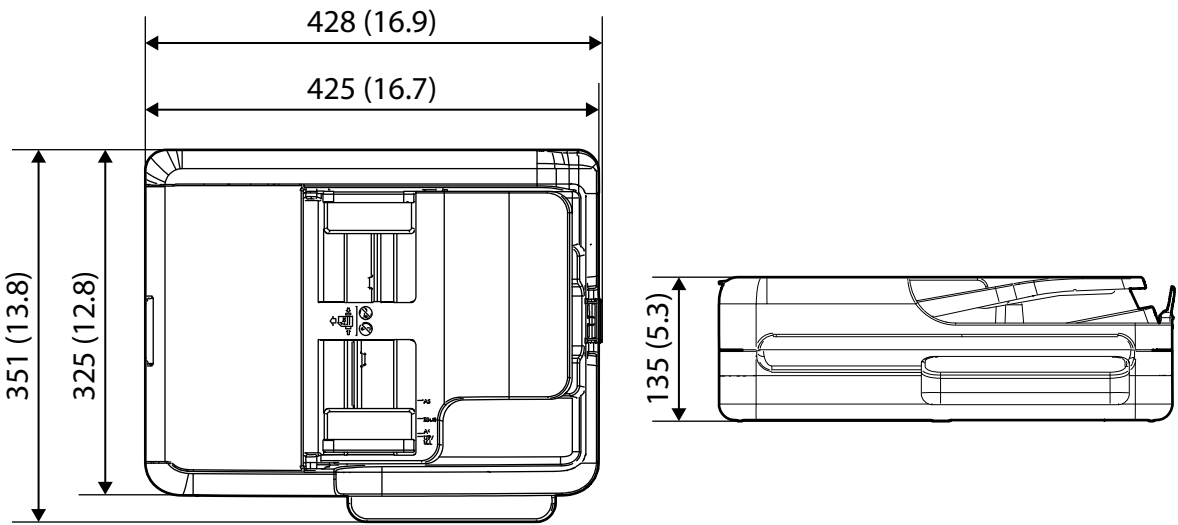
Installation space (unit: mm (inches))
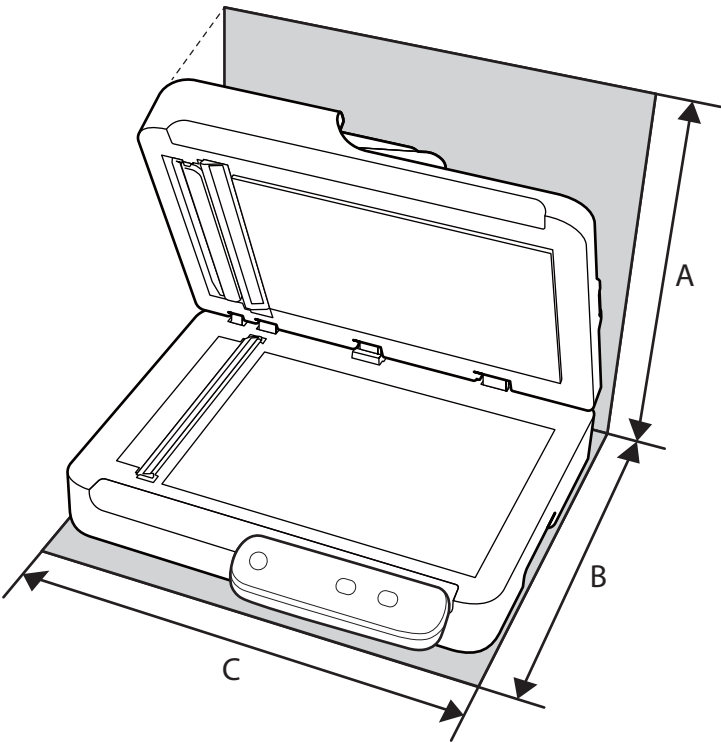
A	388 mm (15.3 in.)
B	392 mm (15.5 in.)
C	428 mm (16.9 in.)

Weight

Approx. 4.9 kg (10.8 lb)

Electrical Specifications

Model	AC 100-240 V Model	AC 220-240 V Model
Rated Frequency Range	50-60 Hz	50-60 Hz
Rated Current	0.3 A	0.15 A
Power Consumption	❏ Operating: Approx. 9.0 W ❏ Ready mode: Approx. 3.8 W ❏ Sleep mode: Approx. 0.9 W ❏ Power off: Approx. 0.1 W	❏ Operating: Approx. 9.0 W ❏ Ready mode: Approx. 3.8 W ❏ Sleep mode: Approx. 0.9 W ❏ Power off: Approx. 0.1 W

Note:

❏ *Check the label on the scanner for its voltage.*

❏ *For European users, see the following Website for details on power consumption.*

   https://www.epson.eu/energy-consumption

Environmental Specifications

Temperature	When operating	5 to 35 °C (41 to 95 °F)
	When stored	−25 to 60 °C (−13 to 140 °F)
Humidity	When operating	15 to 80% (without condensation)
	When stored	15 to 85% (without condensation)
Operating conditions		Ordinary office or home conditions. Avoid operating the scanner in direct sunlight, near a strong light source, or in extremely dusty conditions.

System Requirements

Supported operating systems may vary depending on the application.

Windows	Windows 11 or later
	Windows 10
	Windows 8/8.1
	Windows 7
	Windows Server 2008 or later[*2]
Mac OS[*1]	Mac OS X 10.9.5 or later, macOS 11 or later

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

*2   Document Capture Pro does not support Windows Server.

OSS License

You can check the OSS licenses included with this product from the following URL.

https://support.epson.net/sec_pubs/redirect2.php?model=ds-1730&type=othg&lang=en&filename=oss.pdf

Standards and Approvals

Standards and Approvals for European Models

The following model is CE/UKCA marked and in compliance with the relevant statutory requirements.

The full text of the declaration of conformity is available at the following website:

https://www.epson.eu/conformity

J451A

CE

Standards and Approvals for Australian Model

EMC	AS/NZS CISPR32 Class B

Epson hereby declares that the following equipment Models are in compliance with the essential requirements and other relevant provisions of AS/NZS4268:

J451A

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

Standards and Approvals for the U.S. and Canadian Models

Safety	UL60950-1
	CAN/CSA-C22.2 No.60950-1-07
EMC	FCC Part 15 Subpart B Class B
	CAN ICES (B)/NMB (B)

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.

https://support.epson.net

https://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 the U.S. and Canada

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

Internet Support

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

Speak to a Support Representative

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

❏ Product name

❏ Product serial number (located on a label on the product)

❏ Proof of purchase (such as a store receipt) and date of purchase

❏ Computer configuration

❏ Description of the problem

Then call:

❏ U.S.: (562) 276-4300, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday

❏ Canada: (905) 709-3839, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday

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

Purchase Supplies and Accessories

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

Help for Users in Latin America

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

Internet Support

Visit https://latin.epson.com/support and select your product for solutions to common problems. You can download drivers and documentation, get troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

❏ Product name

❏ Product serial number (located on a label on the product)

❏ Proof of purchase (such as a store receipt) and date of purchase

❏ Computer configuration

❏ Description of the problem

Then call:

Country	Telephone
Argentina	0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 3004-6627 Other areas: 0800-377-6627 / 0800-EPSONBR

Country	Telephone
Chile	(56 2) 2484-3400
Colombia	Bogota: 601 602 4751 Other cities: 01-8000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067

*   Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson accessories from an Epson authorized reseller. To find the nearest reseller, visit https://latin.epson.com or call your nearest Epson sales office.

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: +886-2-2165-3138

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 New Zealand

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

Internet URL

http://www.epson.co.nz

Access the Epson New Zealand 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: 0800 237 766

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 documentation, 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: 66-2460-9699

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

27 Yen Lang, Trung Liet Ward, Dong Da District, Ha Noi City. Tel: +84 24 7300 0911

38 Le Dinh Ly, Thac Gian Ward, Thanh Khe District, Da Nang. Tel: +84 23 6356 2666

194/3 Nguyen Trong Tuyen, Ward 8, Phu Nhuan Dist., HCMC. Tel: +84 28 7300 0911

31 Phan Boi Chau, Ward 14, Binh Thanh District, HCMC. Tel: +84 28 35100818

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: 1500-766 (Indonesia Only)

Email: customer.care@ein.epson.co.id

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

❏ Sales enquiries and product information

❏ Technical support

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: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

❑ Sales enquiries and product information

❑ Product usage questions or problems

❑ Enquiries on repair services and warranty

Epson Malaysia Sdn Bhd (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.

Toll Free Helpline

For Service, Product information or to order consumables -

18004250011 / 186030001600 / 1800123001600 (9AM – 6PM)

Email

calllog@epson–india.in

WhatsApp

+91 96400 00333

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: (Digitel) 1-800-3-0037766

Metro Manila: +632-8441-9030

Web Site: https://www.epson.com.ph/contact

E-mail: customercare@epc.epson.com.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: +632-8706-2609

Fax: +632-8706-2663 / +632-8706-2665