



# DS-1760WN

## User's Guide

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**Scanner Basics**

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## 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.

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## 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.

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## 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.

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# Important Instructions

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## 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.
- ☐ Keep this product at least 22 cm (8.66 in.) away from cardiac pacemakers. Radio waves from this product may adversely affect the operation of cardiac pacemakers.
- ☐ Do not use this product inside medical facilities or near medical equipment. Radio waves from this product may adversely affect the operation of electrical medical equipment.
- ☐ Do not use this product near automatically controlled devices such as automatic doors or fire alarms. Radio waves from this product may adversely affect these devices, and could lead to accidents due to malfunction.
- ☐ If the LCD screen is damaged, contact your dealer. In the U.S., Canada, and Latin America, contact Epson Support. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- ☐ Do not 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.

---

## Advisories and Warnings for Using the Touchscreen

- ☐ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These are normal and do not indicate that it is damaged in any way.
- ☐ Only use a dry, soft cloth for cleaning. Do not use liquid or chemical cleaners.
- ☐ The exterior cover of the touchscreen could break if it receives a heavy impact. Contact your dealer if the panel surface chips or cracks, and do not touch or attempt to remove the broken pieces. In the U.S., Canada, and Latin America, contact Epson Support.

- ☐ Press the touchscreen gently with your finger.
- ☐ Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- ☐ Condensation inside the touchscreen due to abrupt changes in temperature or humidity may cause performance to deteriorate.

---

## Advisories and Warnings for Connecting to the Internet

Do not connect this product to the Internet directly. Connect it in a network protected by a router or firewall.

---

## Protecting Your Personal Information

When you give the scanner to someone else or dispose of it, erase all the personal information stored in the scanner's memory by selecting the menus on the control panel as described below.

**Settings > System Administration > Restore Default Settings > All Settings**

---

## Notes on the Administrator Password

This device allows you to set an administrator password to prevent unauthorized third parties from accessing or changing the device settings or the network settings stored in the device when it is connected to a network.

If you set an administrator password, you need to enter the password when changing settings in configuration software such as Web Config.

The initial administrator password is set on the scanner, but you can change it to any password.

### Initial Administrator Password

The initial administrator password varies depending on the label attached to the product. If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

We recommend changing the initial administrator password from the default setting.

**Note:**

*No user name is set as default.*

### Operations that Require the Administrator Password

If you are prompted to enter the administrator password during the following operations, enter the administrator password set on the product.

- ☐ When logging on to the advanced settings for Web Config
- ☐ When operating a menu on the control panel that has been locked by the administrator

- ☐ When changing the device settings in the application
- ☐ When updating the firmware for the device
- ☐ When changing or resetting the administrator password

## Changing the Administrator Password

You can change from the product's control panel or in Web Config.

When changing the password, the new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

### Related Information

➔ [“Configuring the Administrator Password” on page 216](#)

## Resetting the Administrator Password

You can reset the administrator password to the initial setting from the product's control panel or in Web Config. If you have forgotten the password and cannot reset it to the default settings, the product needs to be repaired. Contact your local dealer. In the U.S., Canada, and Latin America, contact Epson Support.

### **Note:**

*Resetting the administrator password also resets the user name.*



---

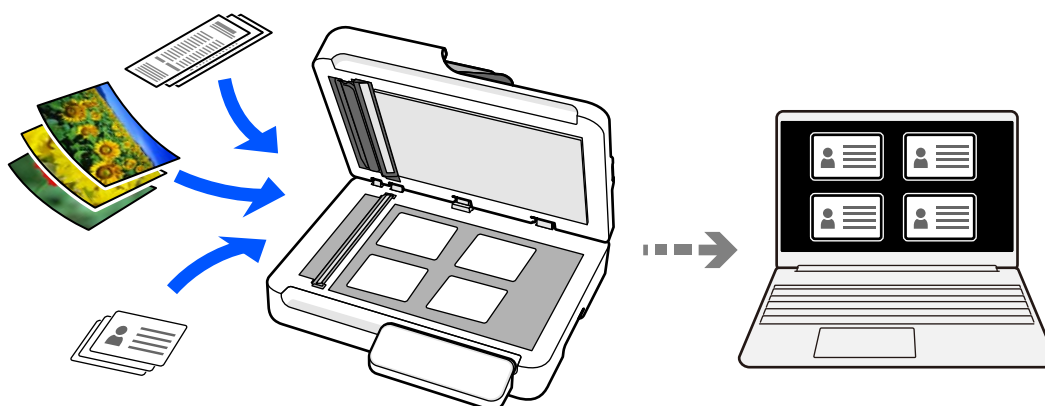
# Product Features

|                                                                                   |    |
|-----------------------------------------------------------------------------------|----|
| Auto Cropping for Multiple Originals. . . . .                                     | 16 |
| Capable of Scanning Various Types of Originals. . . . .                           | 16 |
| Sending Scanned Images Simply by Operating the Touch Screen (Scan to Features). . | 17 |
| Paper Protection to Reduce Damage to the Originals. . . . .                       | 19 |
| Notification of Dirt on the ADF. . . . .                                          | 19 |

## 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

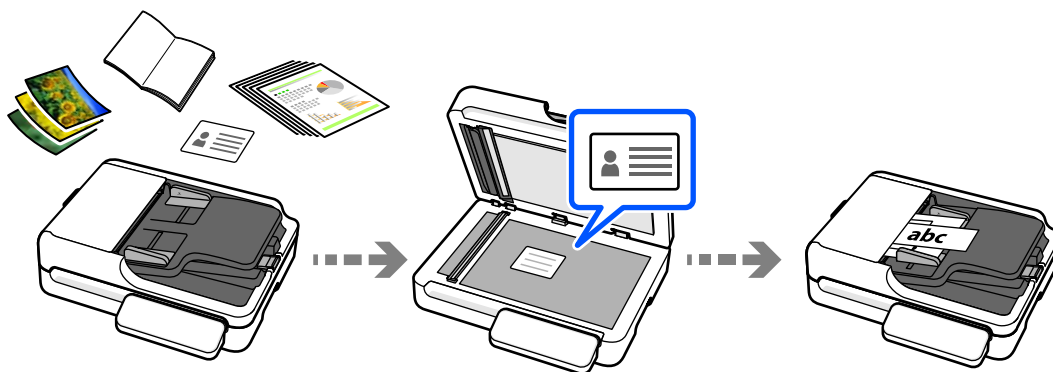
➔ [“Placing Multiple Originals at Once” on page 57](#)

## 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.



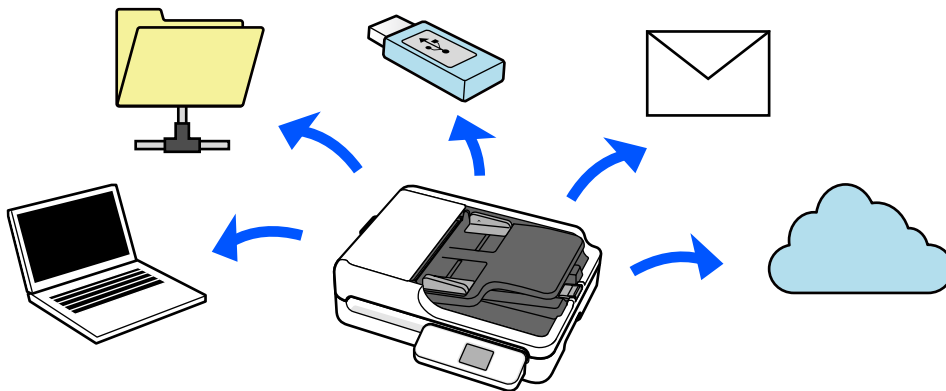
**Related Information**

- ➔ [“Specifications and Placing of Originals” on page 39](#)
- ➔ [“Using the ADF and Scanner Glass Together in a Single Scan” on page 62](#)

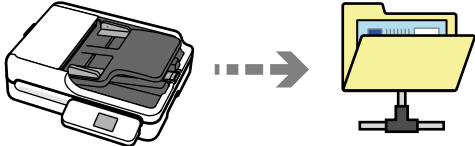
# **Sending Scanned Images Simply by Operating the Touch Screen (Scan to Features)**

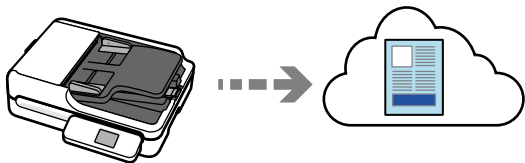
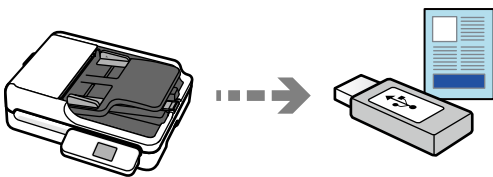
You can scan by simply operating the touch screen on the product without having to use a computer. This removes the need to operate a computer, simplifying the digitization workflow. This also improves security since no data is stored on the computer.

You can send the scanned image to a selected destination (such as a network folder, email, cloud service, or USB drive) by using the Scan to features.



The feature you use depends on the destination of the scanned image.

| Destination of Scanned Images                                                                                                                    | Feature to Use                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>If you want to save images to a connected computer</p>     | <p><b>Scan to Computer Feature</b></p> <p>Scan by starting the software (Document Capture Pro) installed on your computer from the control panel.</p> <p><a href="#">“Scan to Computer Feature Work Flow” on page 67</a></p>                                                                                                                     |
| <p>If you want to save images to a folder on the network</p>  | <p><b>Scan to Network Folder/FTP Feature</b></p> <p>You need to create a shared folder on the same network as the scanner.</p> <p>As well as Network Folder (SMB), you can also set FTP/FTPS and WebDAV (HTTPS/HTTP) as the destination for scanned images.</p> <p><a href="#">“Scan to Network Folder/FTP Feature Work Flow” on page 69</a></p> |

| Destination of Scanned Images                                                                                                                                    | Feature to Use                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>If you want to send images by email directly from the scanner</p>            | <p>There are two features that allow you to send scanned images as email attachments. See the following for more details.</p> <p><a href="#">"To Send by Email" on page 75</a></p>                                                                                                                                                                                                                                                                                |
| <p>If you want to send images directly from the scanner to a cloud service</p>  | <p><b>Scan to Cloud Feature</b></p> <p>Using Epson's cloud service, <i>Epson Connect</i>, you can send scanned images to an email address and another company's cloud service.</p> <p>You can send images to cloud services such as Evernote, Google Drive, and Dropbox, as well as to an email address.</p> <p><a href="#">"Scan to Cloud Feature Work Flow" on page 83</a></p> <p><b>Note:</b><br/>Available services are subject to change without notice.</p> |
| <p>If you want to save images to a USB drive connected to the scanner</p>     | <p><b>Scan to USB Drive Feature</b></p> <p><a href="#">"Scan to USB Drive Feature Work Flow" on page 89</a></p>                                                                                                                                                                                                                                                                                                                                                   |
| <p>If you want to save images to a computer connected to the scanner using the WSD feature</p>                                                                   | <p><b>Scan to WSD</b></p> <p><a href="#">"Scan to WSD Work Flow" on page 94</a></p>                                                                                                                                                                                                                                                                                                                                                                               |

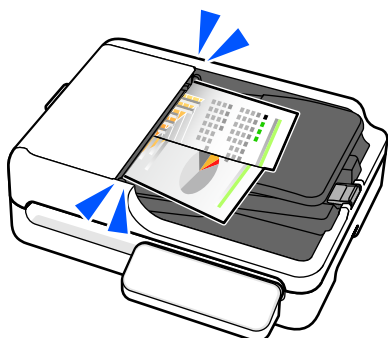
## Related Information

➡ ["Scanning Using the Control Panel" on page 67](#)

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## 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

- ➔ [“Scanner Settings” on page 143](#)
- ➔ [“Setting the Document Protection Feature” on page 151](#)

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## Notification of Dirt on the ADF

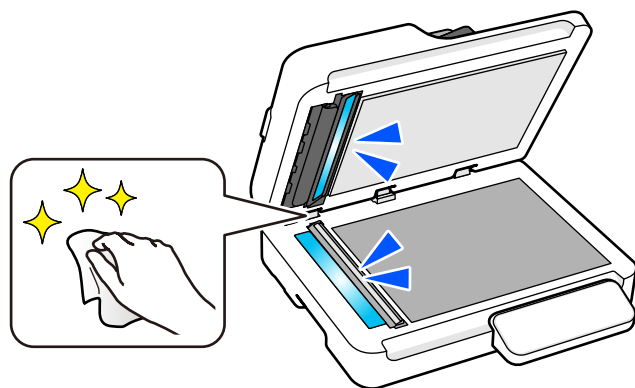
This scanner can detect dirt on the glass surface of the ADF (the scanning sensor), and notify you that you need to clean the glass surface before dirt can cause lines (streaks) in the scanned images.

The location of any dirt is displayed on the scanner's touch screen, making it easy to identify where cleaning is needed.

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

This feature is off by default.

You can make settings from the scanner's touch screen or from a computer.



### Related Information

- ➔ [“Scanner Settings” on page 143](#)
- ➔ [“Setting the Glass Surface Stain Detection Feature” on page 150](#)

➡ [“Cleaning the ADF” on page 154](#)



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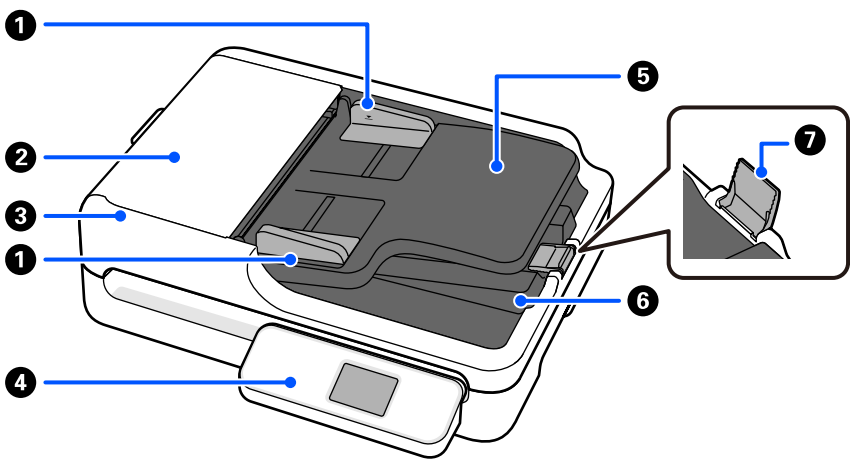
# Scanner Basics

|                                                   |    |
|---------------------------------------------------|----|
| Part Names and Functions. . . . .                 | 22 |
| Inserting and Removing a USB Drive. . . . .       | 24 |
| Control Panel. . . . .                            | 25 |
| Administrator Password for the Device. . . . .    | 32 |
| Information on Applications. . . . .              | 33 |
| Option Items and Consumables Information. . . . . | 38 |

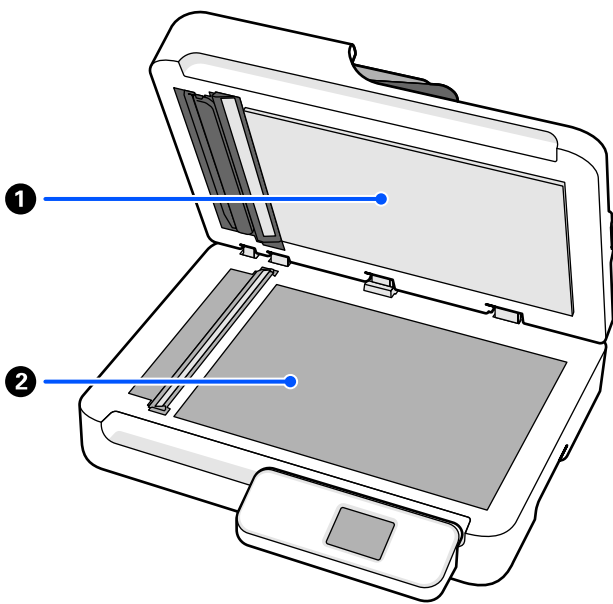
# Part Names and Functions

**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**

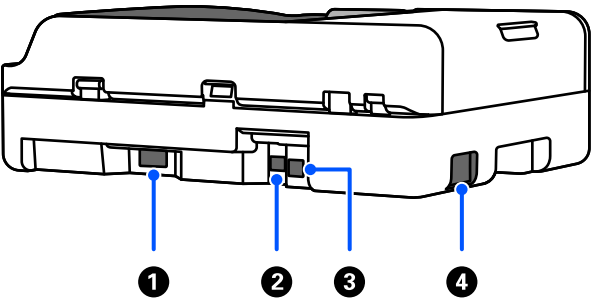


|   |                                 |                                                                                                                         |
|---|---------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| 1 | Edge guides                     | Use guides to support the original in the input tray to facilitate smooth feeding. Slide to the edges of the originals. |
| 2 | ADF cover                       | Open it when cleaning the ADF or removing jammed paper.                                                                 |
| 3 | ADF (Automatic Document Feeder) | Feeds loaded originals automatically.                                                                                   |
| 4 | Control panel                   | Displays the scanner's status and performs scanner operations.                                                          |
| 5 | Input tray                      | Loads originals.                                                                                                        |
| 6 | Output tray                     | Holds originals ejected from the scanner.                                                                               |
| 7 | Stopper                         | Prevents ejected originals from falling from the output tray.                                                           |



|   |                |                                                     |
|---|----------------|-----------------------------------------------------|
| 1 | Document cover | Blocks external light while scanning.               |
| 2 | Scanner glass  | Place originals that you cannot feed using the ADF. |

Side / Rear



|   |                             |                         |
|---|-----------------------------|-------------------------|
| 1 | AC inlet                    | Connect the power cord. |
| 2 | LAN port                    | Connect a LAN cable.    |
| 3 | USB port                    | Connect a USB cable.    |
| 4 | External interface USB port | Connect a USB drive.    |

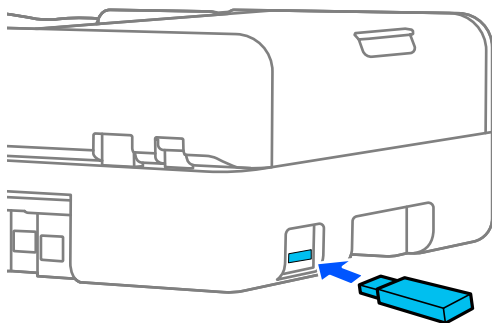
Related Information

➡ [“Cleaning the Scanner Glass” on page 159](#)

## Inserting and Removing a USB Drive

### Inserting a USB Drive

Insert a USB drive into the external interface USB port.

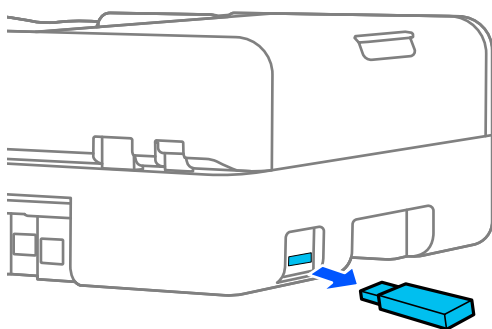


#### Related Information

➔ [“Scan to USB Drive Feature Work Flow” on page 89](#)

### Removing a USB Drive

Remove a USB drive.



#### **Important:**

- ☐ If you remove the USB drive device while transferring data to the scanner, the data on the USB drive may be lost.
- ☐ While transferring data, a message is displayed on the control panel.

Also, backup the data in external storage device to another media as necessary.

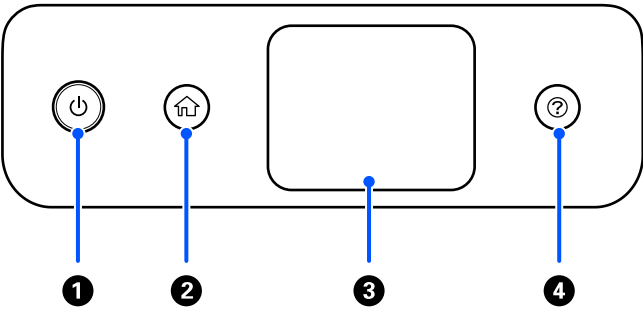
The data may be lost or corrupted in the following situations:

- ☐ When affected by static electricity or electrical noise
- ☐ When used incorrectly

- ❑ When broken or repaired
- ❑ When damaged by natural disaster

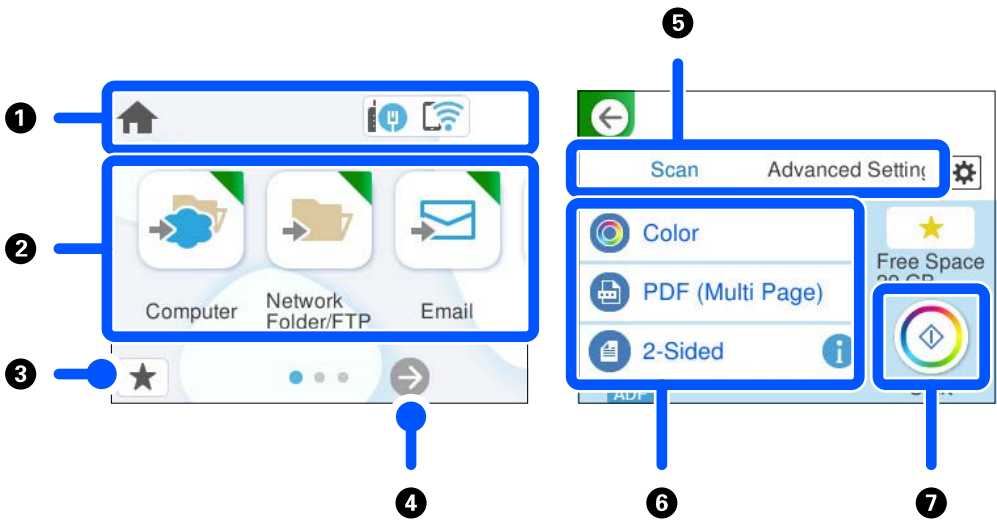
# Control Panel

## Buttons and Lights



|   |   |                     |                                                                                                                                                |
|---|---|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| ❶ |   | Power button/ light | Turns the scanner on or off.<br>Do not turn off the scanner while the light is flashing because the scanner is operating or processing a data. |
| ❷ |   | Home button         | Displays the home screen.                                                                                                                      |
| ❸ | – | LCD Screen          | Tap the screen to select menus or make settings.                                                                                               |
| ❹ |   | Help button         | Displays help screen.                                                                                                                          |

## Guide to the LCD Screen

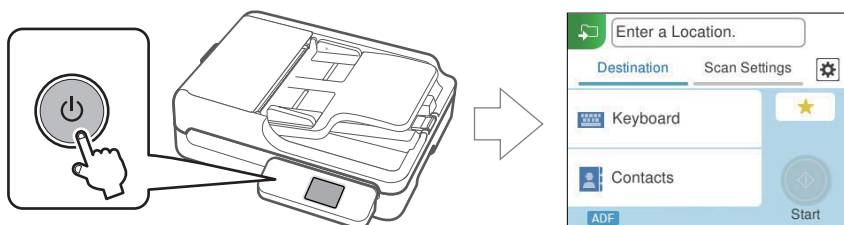


|   |                                                                                                                   |
|---|-------------------------------------------------------------------------------------------------------------------|
| ❶ | Indicates the scanner status as icons. Select the icon to check the current settings or access each setting menu. |
|---|-------------------------------------------------------------------------------------------------------------------|

|   |                                                                                                                   |
|---|-------------------------------------------------------------------------------------------------------------------|
| ② | Displays each menu.                                                                                               |
| ③ | Displays a list of your presets. You can load your presets and register new presets.                              |
| ④ | Switch screens.                                                                                                   |
| ⑤ | Switch tabs.                                                                                                      |
| ⑥ | Displays the list of setting items. Select an item to change the settings.<br>Grayed out items are not available. |
| ⑦ | Starts scanning using current settings.                                                                           |

**Note:**

You can change the initial screen displayed when the scanner is turned on. Select the **Settings** menu on the home screen and make the settings in **Start-up Screen**.



## Icons Displayed on the LCD Screen

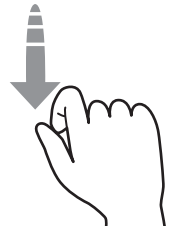
The following icons are displayed on depending on the scanner's status.

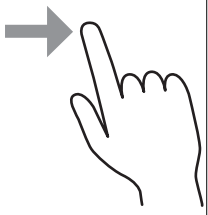
|                                                                                     |                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | This icon indicates that you are on the home screen.                                                                                                                                                  |
|  | This is displayed when a firmware update is available.<br>Select it to update the firmware to improve the scanner's features. We recommend using the scanner with the latest version of the firmware. |

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>Displays the network connection status.</p> <p>Select the icon to check and change the current settings. This is the shortcut for the following menu.</p> <p><b>Settings &gt; Network Settings &gt; Wi-Fi Setup</b></p>                                                                                                                                                                                                      |                                                                                                                                                                                                 |
|                                                                                     |                                                                                                                                                                                                                                                                                                                                                | The scanner is not connected to a wired (Ethernet) network or unset it.                                                                                                                         |
|                                                                                     |                                                                                                                                                                                                                                                                                                                                                | The scanner is connected to a wired (Ethernet) network.                                                                                                                                         |
|                                                                                     |                                                                                                                                                                                                                                                                                                                                                | The scanner is not connected to a wireless (Wi-Fi) network.                                                                                                                                     |
|                                                                                     |                                                                                                                                                                                                                                                                                                                                                | The scanner is searching for SSID, unset IP address, or having a problem with a wireless (Wi-Fi) network.                                                                                       |
|                                                                                     |                                                                                                                                                                                                                                                                                                                                                | <p>The scanner is connected to a wireless (Wi-Fi) network.</p> <p>The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection.</p> |
|                                                                                     |                                                                                                                                                                                                                                                                                                                                                | The scanner is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.                                                                                                    |
|                                                                                     |                                                                                                                                                                                                                                                                                                                                                | The scanner is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.                                                                                                        |
|   | Returns to the previous screen.                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                 |
|  | Indicates that there is additional information. Select the icon to display the message.                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                 |
|  | <p>Indicates a problem with the items. Select the icon to check how to solve the problem.</p> <p><input type="checkbox"/> <b>Glass Cleaning:</b> Dirt has been detected on the glass surface inside the scanner (the ADF scanning sensor). Clean the ADF. When cleaning is complete, reload the original in the ADF.</p> <p><input type="checkbox"/> <b>Regular Cleaning:</b> It is time to clean inside the scanner (ADF).</p> |                                                                                                                                                                                                 |
|  | <p>Indicates that an original is loaded in the ADF.</p> <p>When there is no original in the ADF, it will be grayed out (  ).</p>                                                                                                                                                                                                            |                                                                                                                                                                                                 |

## Touch Screen Operations

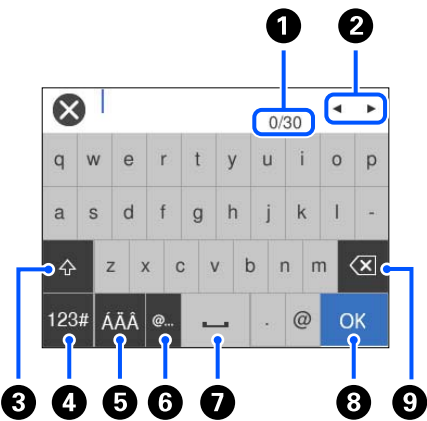
The touchscreen is compatible with the following operations.

|       |                                                                                     |                                         |
|-------|-------------------------------------------------------------------------------------|-----------------------------------------|
| Tap   |  | Press or select the items or the icons. |
| Flick |  | Scroll the screen swiftly.              |

|       |                                                                                   |                                 |
|-------|-----------------------------------------------------------------------------------|---------------------------------|
| Slide |  | Hold and move the items around. |
|-------|-----------------------------------------------------------------------------------|---------------------------------|

## Entering Characters

You can enter characters and symbols by using on-screen keyboard when you register a contact, make network settings, and so on.



**Note:**

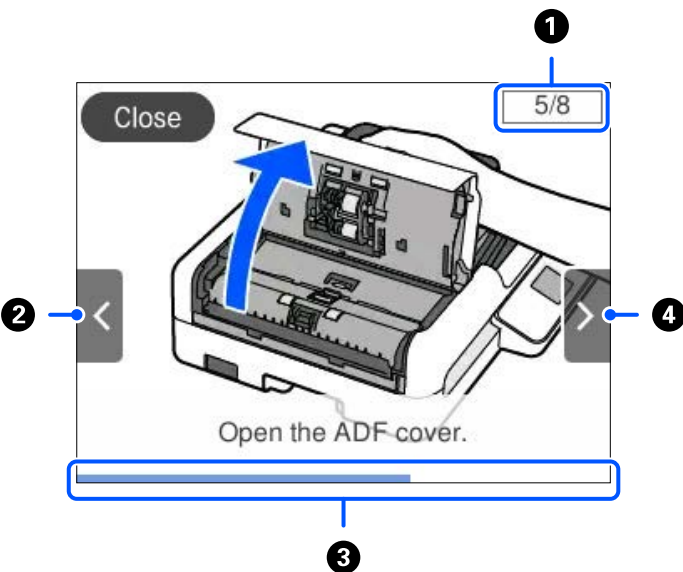
Available icons vary depending on the setting item.

|   |                                                                                                                         |
|---|-------------------------------------------------------------------------------------------------------------------------|
| 1 | Displays the number of characters.                                                                                      |
| 2 | Moves the cursor to the input position.                                                                                 |
| 3 | Switches between upper case and lower case or numbers and symbols.                                                      |
| 4 | Switches the character type.<br><b>123#</b> : You can enter numbers and symbols.<br><b>ABC</b> : You can enter letters. |
| 5 | Switches the character type. You can enter alphanumerics and special characters such as umlauts and accents.            |
| 6 | Enters frequently used email domain addresses or URLs by simply selecting the item.                                     |
| 7 | Enters a space.                                                                                                         |
| 8 | Fixes the entered characters.                                                                                           |
| 9 | Deletes the entered characters.                                                                                         |

## Viewing Animations

The control panel screen allows you to view animations of how to perform operations such as placing originals and performing maintenance.

- ❑ Press the  button on the control panel: Help screen is displayed. Select **How To**, and then select the items that you want to view.
- ❑ Select **Scanner Maintenance** on the control panel's home screen, and then select **How to Clean** for each cleaning method: A video demonstrating the cleaning procedure is displayed.



|   |                                                                                                                |
|---|----------------------------------------------------------------------------------------------------------------|
| ❶ | Indicates the total number of steps and the current step number.<br>The example shows step 5 of 8.             |
| ❷ | Back to the previous step.                                                                                     |
| ❸ | Indicates your progress through the current step. The animation repeats when the progress bar reaches the end. |
| ❹ | Moves to next step.                                                                                            |

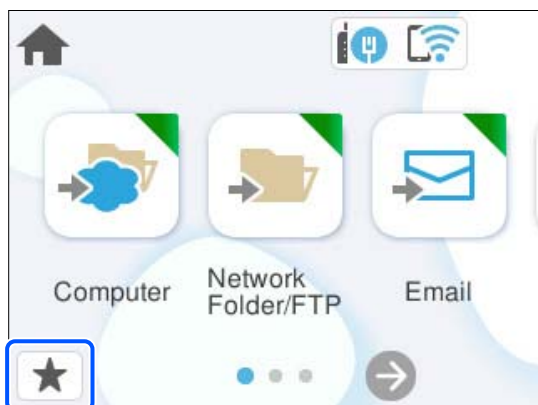
## Registering Presets

You can register frequently used scanning setting as **Presets**. You can register up to 24 presets.

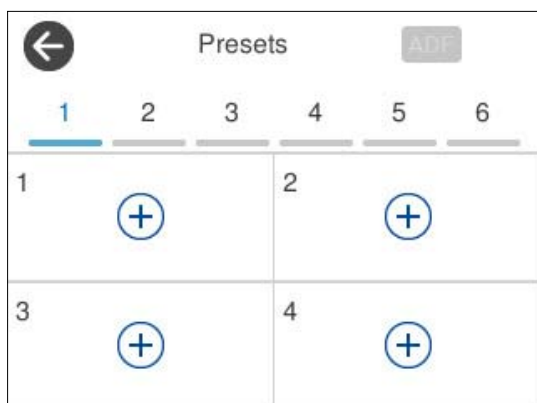
**Note:**

- ❑ You can register the current scan settings by selecting  on the start scanning screen.
- ❑ You can also register **Presets** in Web Config.  
Select the **Scan** tab > **Presets**.
- ❑ If you select **Scan to Computer** when registering, you can register the job created in Document Capture Pro as **Presets**.  
This is available only for computers connected over a network. Register the job in Document Capture Pro in advance.

1. Select **Presets** on the home screen on the control panel.



2. Select .



3. Select the menu you want to use to register a preset.



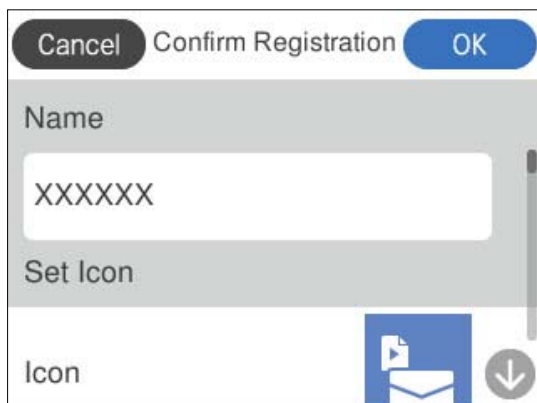
4. Set each item, and then select .

**Note:**

When you select **Scan to Computer**, select the computer on which Document Capture Pro is installed, and then select a registered job. This is available only for computers connected over a network.

5. Register a preset.

- ☐ **Name:** Set the name.
- ☐ **Set Icon:** Set the image and color of the icon to display.
- ☐ **Quick Send Setting:** Immediately starts scanning without confirmation when a preset is selected.
- ☐ **Contents:** Check scan settings.



6. Select **OK**.

#### Related Information

➔ [“Setting a Job” on page 117](#)

## Descriptions of the Presets Menu

Select  for each preset to change the registered contents of the preset, or to display the scan settings.

#### Change Name:

Changes the preset name.

#### Change Icon:

Changes the icon image and color of the preset.

#### Quick Send Setting:

Immediately starts scanning without confirmation when the preset is selected.

#### Change Position:

Changes the display order of the presets.

#### Delete:

Deletes the preset.

#### Confirm Details:

Displays the preset scan settings. You can load the preset by selecting **Use This Setting**.

---

## Administrator Password for the Device

This device allows you to set an administrator password to prevent unauthorized third parties from accessing or changing the device settings or the network settings stored in the device when it is connected to a network.

If you set an administrator password, you need to enter the password when changing settings in configuration software such as Web Config.

The initial administrator password is set on the scanner, but you can change it to any password.

### Initial Administrator Password

The initial administrator password varies depending on the label attached to the product. If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

We recommend changing the initial administrator password from the default setting.

**Note:**

*No user name is set as default.*

### Operations that Require the Administrator Password

If you are prompted to enter the administrator password during the following operations, enter the administrator password set on the product.

- ☐ When logging on to the advanced settings for Web Config
- ☐ When operating a menu on the control panel that has been locked by the administrator
- ☐ When changing the device settings in the application
- ☐ When updating the firmware for the device
- ☐ When changing or resetting the administrator password

### Changing the Administrator Password

You can change from the product's control panel or in Web Config.

When changing the password, the new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

#### Related Information

➔ [“Configuring the Administrator Password” on page 216](#)

### Resetting the Administrator Password

You can reset the administrator password to the initial setting from the product's control panel or in Web Config. If you have forgotten the password and cannot reset it to the default settings, the product needs to be repaired. Contact your local dealer. In the U.S., Canada, and Latin America, contact Epson Support.

**Note:**

*Resetting the administrator password also resets the user name.*

---

## 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 scanner's control panel, you can start a job from the control panel (Button Assignment).

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 Scanning from Smart Devices (Epson Smart Panel)

Epson Smart Panel is an application that allows you to scan documents using smart devices such as smart phones and tablet devices. You can save the scanned data in smart devices or cloud services, and send by e-mail.

Even if you do not have a wireless router, you can automatically connect Wi-Fi enabled smart devices to the scanner by using Wi-Fi Direct.

You can download and install Epson Smart Panel from the App Store or Google Play.

## 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**.

## Application for Configuring Scanner Operations (Web Config)

Web Config is an application that runs in web browsers, such as Microsoft Edge and Safari, on a computer or a smart device. You can confirm the scanner status or change the network service and scanner settings. To use Web Config, connect the scanner and the computer or device to the same network.

The following browsers are supported. Use the latest version.

Microsoft Edge, Firefox, Chrome, Safari

**Note:**

*You may be prompted to enter the administrator password while using this device. See the following for details on the administrator password.*

*[“Notes on the Administrator Password” on page 13](#)*

### Related Information

➡ [“Cannot Access Web Config” on page 169](#)

## How to Run Web Config in a Web Browser

The scanner comes with built-in software called Web Config (a Web page where you can make settings). To access Web Config, simply enter the IP address of a network-connected scanner in your browser.

1. Check the scanner's IP address.

Select **Settings** > **Network Settings** > **Network Status** on the scanner's control panel. Then select the active connection method (**Wired LAN/Wi-Fi Status** or **Wi-Fi Direct Status**) to confirm the scanner's IP address.

Example IP address: 192.168.100.201

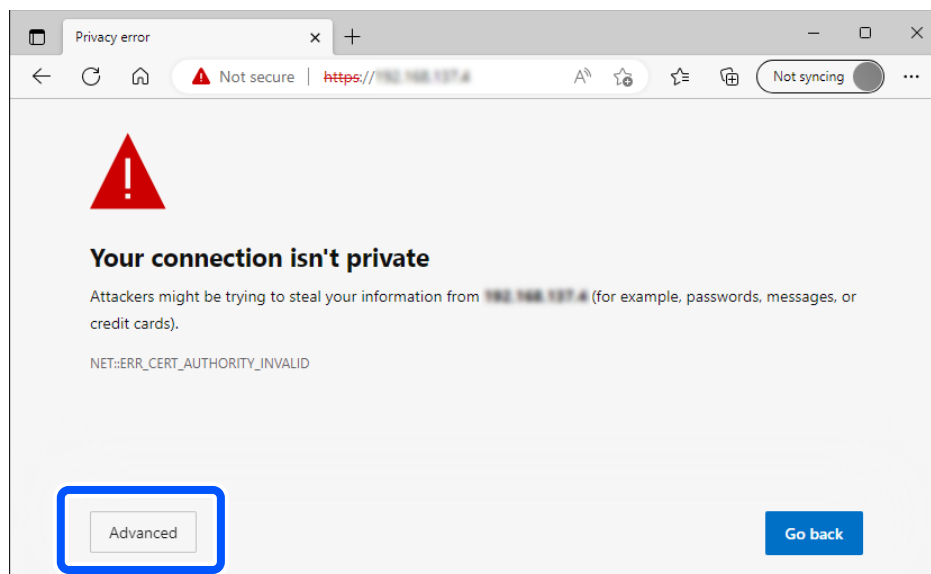
2. Launch a browser from a computer or a smart device, and then enter the scanner's IP address in the address bar.

Format: `http://scanner's IP address/`

Example: `http://192.168.100.201/`

If a warning screen is displayed in your browser, you can safely ignore the warning and display the Web page (Web Config). Since the scanner uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored. Depending on your browser, you may need to click on **Advanced Settings** to view the Web page.

Example: For Microsoft Edge



**Note:**

☐ If a warning screen is not displayed, go to the next step.

☐ For IPv6 addresses, use the following format.

Format: `http://[scanner's IP address]/`

Example: `http://[2001:db8::1000:1]/`

3. To change scanner settings, you need to log in as a Web Config administrator.

Click **Log in** at the top-right of the screen. Enter the **User Name** and **Current password**, and then click **OK**.

The following provides the initial values for the Web Config administrator information.

·User name: none (blank)

·Password: Depends on the label attached to product.

If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

**Note:**

☐ If **Log out** is displayed at the top-right of the screen, you are already logged in as an administrator.

☐ You will be logged out automatically after approximately 20 minutes of inactivity.

**Related Information**

- ➡ [“Registering a Destination \(Email\)” on page 132](#)
- ➡ [“Registering a Destination \(Network Folder \(SMB\)\)” on page 133](#)
- ➡ [“Registering a Destination \(FTP\)” on page 134](#)
- ➡ [“Registering a Destination \(SharePoint\(WebDAV\)\)” on page 135](#)

## Application for Setting up the Device on a Network (EpsonNet Config)

EpsonNet Config is an application that allows you to set network interface addresses and protocols. See the operations guide for EpsonNet Config or the application's help for more details.

### Starting on Windows

- ☐ Windows 11/Windows Server 2022

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

- ☐ Windows 10/Windows Server 2019/Windows Server 2016

Click the start button, and then select **EpsonNet > EpsonNet Config**.

- ☐ 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 > EpsonNet > EpsonNet Config SE > EpsonNet Config**.

### Starting on Mac OS

Go > **Applications > Epson Software > EpsonNet > EpsonNet Config SE > EpsonNet Config**.

## 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 154](#)

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# Specifications and Placing of Originals

|                                                                    |    |
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| Placing Originals on the Scanner Glass. . . . .                    | 53 |
| Using the ADF and Scanner Glass Together in a Single Scan. . . . . | 62 |

## Placing Originals into the ADF

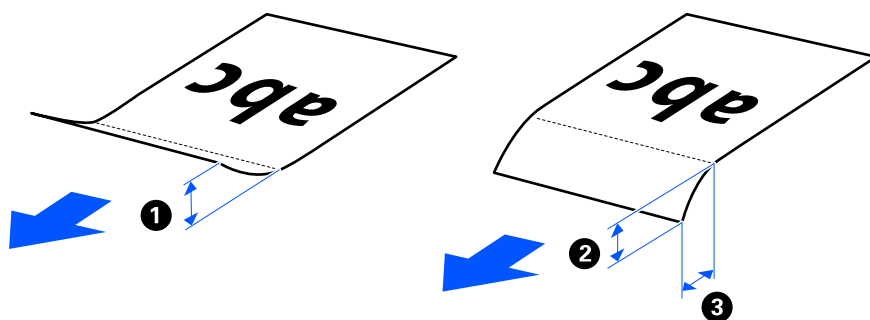
### General Specifications for Originals being Scanned (ADF)

- ☐ 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 42](#)
- ➔ [“Long Paper” on page 45](#)
- ➔ [“Mixture of Originals” on page 49](#)

### 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**

➔ [“Placing Originals on the Scanner Glass” on page 53](#)

## 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**

➔ [“Placing Originals on the Scanner Glass” on page 53](#)

## Specifications and Placing of Originals (ADF)

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

**Note:**

*You cannot scan long paper using the Epson Smart Panel.*

### Standard Size Originals

#### Specifications of Standard Size Originals

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

| Specification<br>s | Size                           | Thickness<br>(Weight)      | Paper Type                                  | Loading Capacity and Thickness                                                                                                                                          |
|--------------------|--------------------------------|----------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legal              | 215.9×355.6 mm<br>(8.5×14 in.) | 50 to 120 g/m <sup>2</sup> | Plain paper<br>Fine paper<br>Recycled paper | Thickness of the stack of originals:<br>under 6.6 mm (0.26 in.)<br>(80 g/m <sup>2</sup> : 60 sheets)<br><br>The loading capacity varies<br>depending on the paper type. |
| Letter             | 215.9×279.4 mm<br>(8.5×11 in.) |                            |                                             |                                                                                                                                                                         |
| A4                 | 210×297 mm<br>(8.27×11.7 in.)  |                            |                                             |                                                                                                                                                                         |
| B5                 | 182×257 mm<br>(7.17×10.12 in.) |                            |                                             |                                                                                                                                                                         |
| A5                 | 148×210 mm<br>(5.83×8.27 in.)  |                            |                                             |                                                                                                                                                                         |
| A6                 | 105×148 mm<br>(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 114](#)

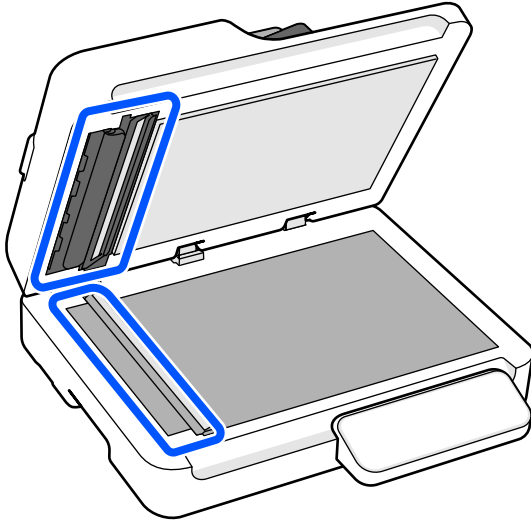
[“Registering User-defined Sizes in Web Config” on page 140](#)

### Placing Standard Size Originals

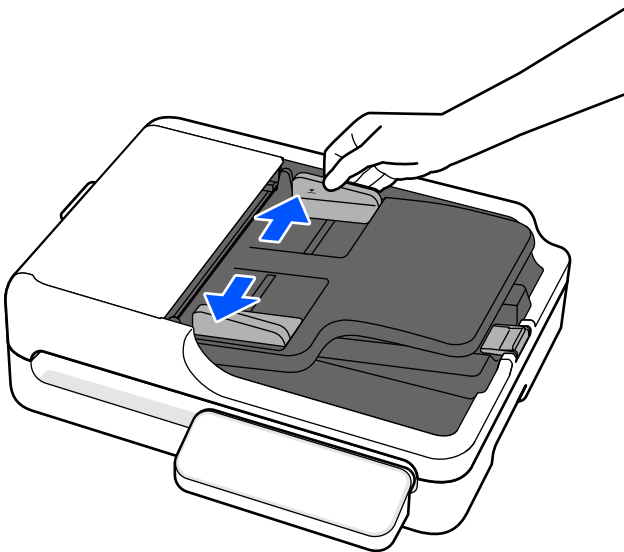
**Note:**

*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.

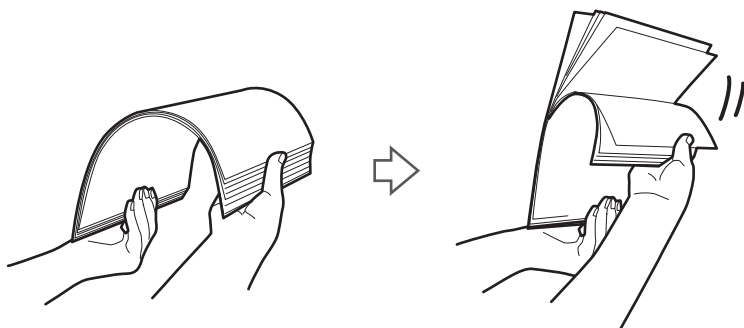


1. Slide the edge guides on the input tray all the way out.

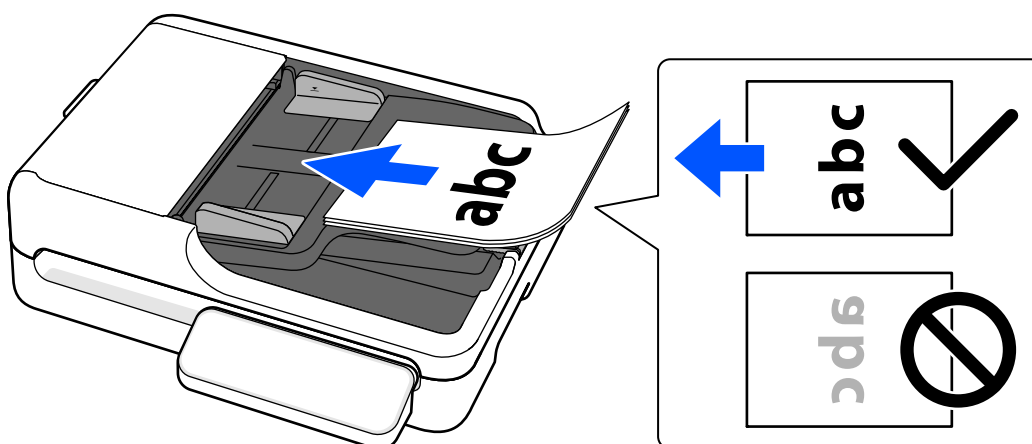


2. Fan the originals.

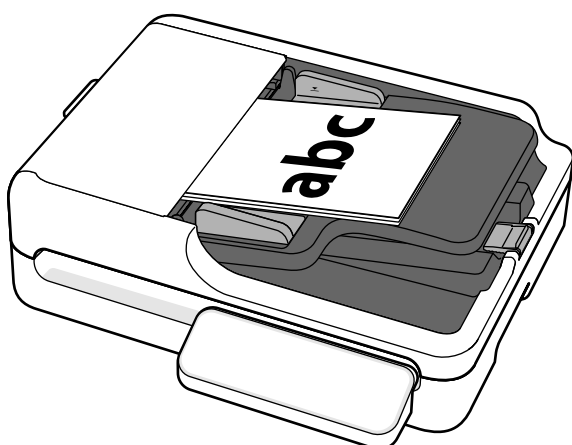
Hold both ends of the originals and fan them a few times, and then tap the top edges of the paper on a flat surface to align the sheets.



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.

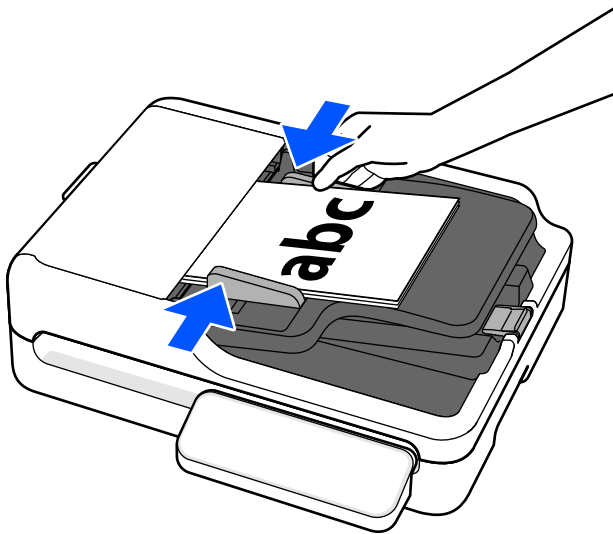


**Note:**

Check the following when loading originals with punch holes, such as loose-leaf paper.

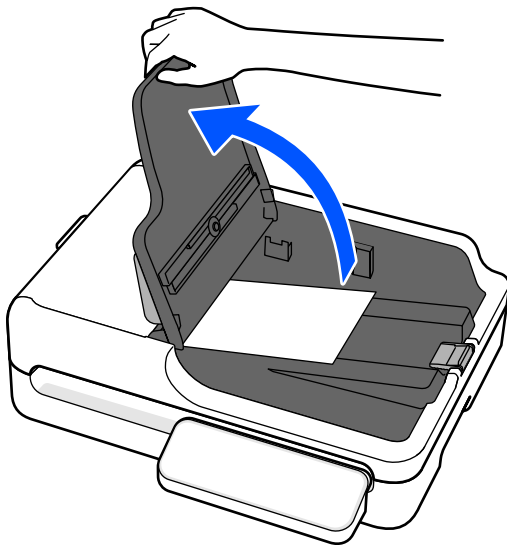
- ☐ There are no holes within 15 mm (0.59 in.) to the left and right of the center of the original (a width of 30 mm (1.18 in.)).
- ☐ There are no burrs or curls at the edges of the punch holes.

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.)<br>Maximum length: 5,588.0 mm (220 in.) | 50 to 120 g/m <sup>2</sup> | Plain paper<br>Fine paper<br>Recycled paper | 1 sheet          |

### Maximum Length for Long Paper

The following shows the maximum length according to the scanning resolution and the scanning method.

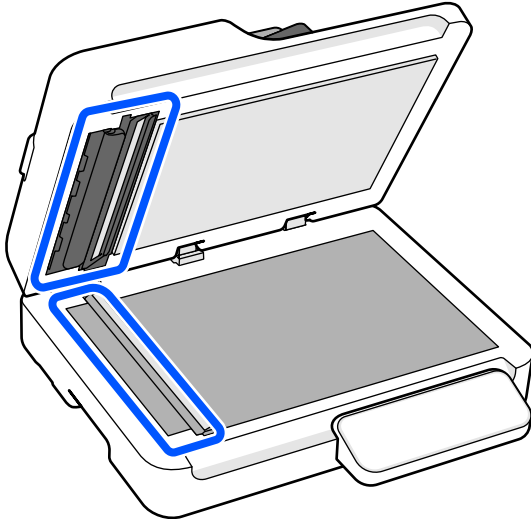
| Scanning Method                                                                                                                                                                                                                                              | Scanning Resolution           | Maximum Length              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------|
| <input type="checkbox"/> Scanning from a computer<br><input type="checkbox"/> Scanning from the scanner's control panel using the <b>Computer</b> feature                                                                                                    | 50 to 200 dpi                 | 5,588.0 mm (220 in.)        |
|                                                                                                                                                                                                                                                              | 201 to 300 dpi                | 5,461.0 mm (215 in.)        |
|                                                                                                                                                                                                                                                              | 301 to 600 dpi                | 1,346.2 mm (53 in.)         |
| Scanning from the scanner's control panel using the following features:<br><input type="checkbox"/> <b>Network Folder/FTP</b><br><input type="checkbox"/> <b>Email</b><br><input type="checkbox"/> <b>Cloud</b><br><input type="checkbox"/> <b>USB Drive</b> | 50 to 300 dpi                 | 914.4 mm (36 in.)           |
|                                                                                                                                                                                                                                                              | 301 to 600 dpi                | Long paper is not supported |
| Scanning from the scanner's control panel using the <b>WSD</b> feature                                                                                                                                                                                       | 100 dpi<br>300 dpi            | Long paper is not supported |
| Scan with Epson Smart Panel                                                                                                                                                                                                                                  | 200 dpi<br>300 dpi<br>600 dpi | Long paper is not supported |

## Placing Long Paper

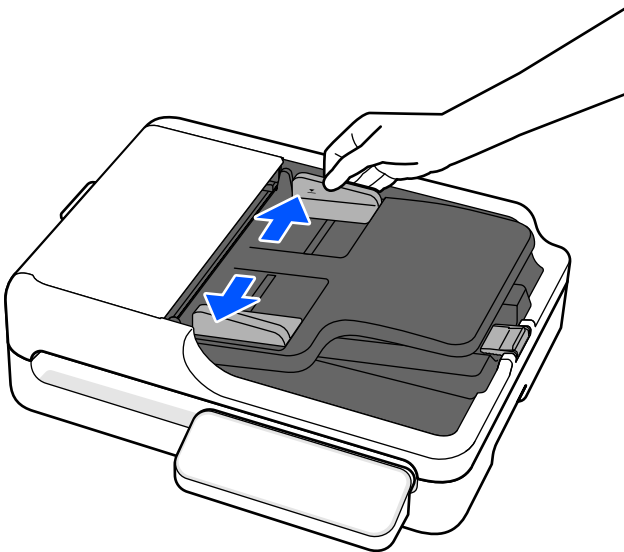
### Note:

Check the following before scanning.

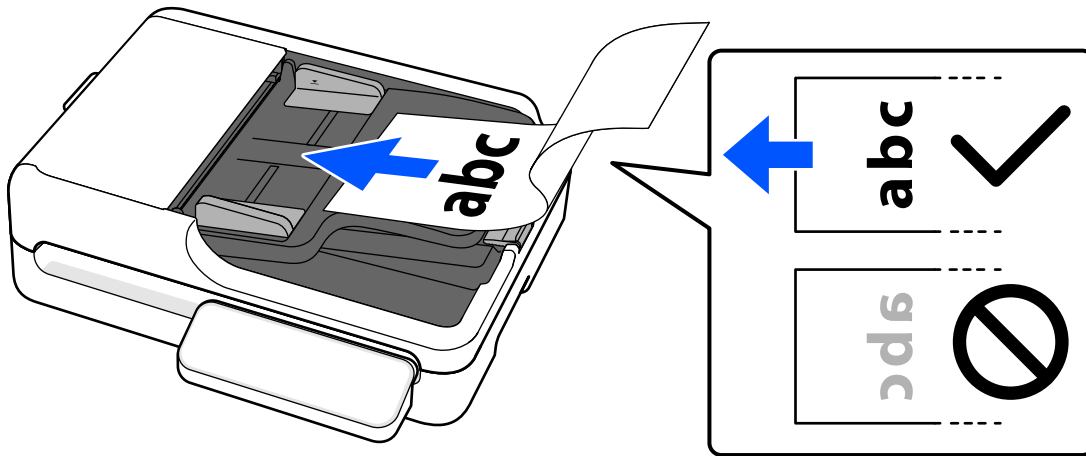
- ☐ Make sure there are no originals on the scanner glass.
- ☐ Make sure there is no dust or dirt in the areas indicated in the following illustration.



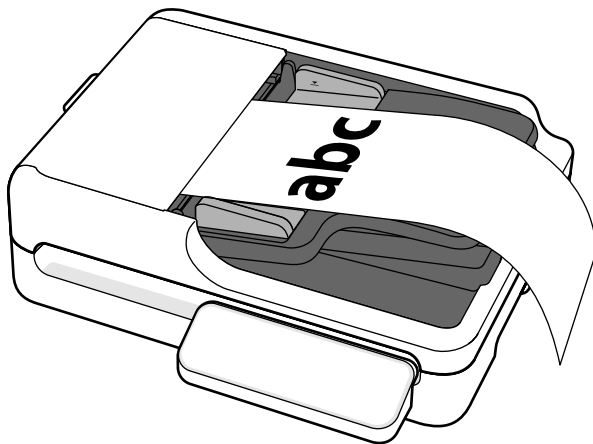
1. Slide the edge guides on the input tray all the way out.



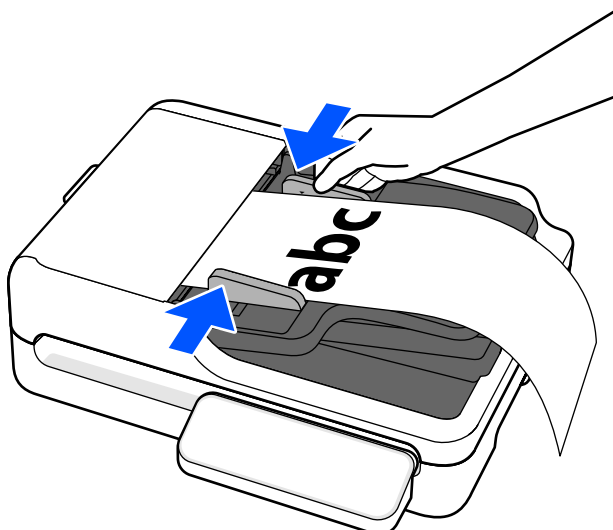
2. Load the original into the input tray straight, facing up and with the top edge facing into the ADF.



Slide the original into the ADF until it meets resistance.

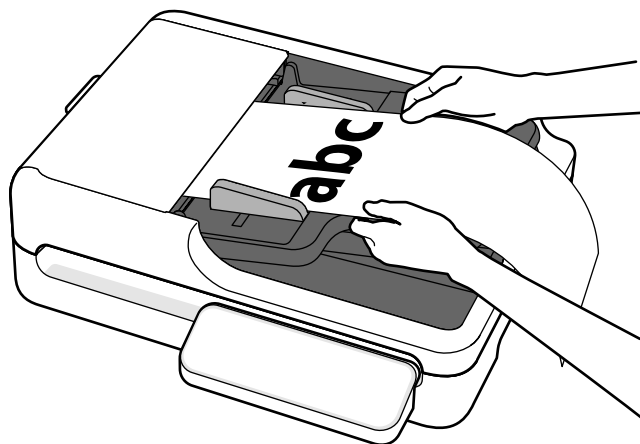


3. Adjust the edge guides to fit the original without any gap. Otherwise, the originals may be fed skewed.



**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 scanning from a computer or using the Computer feature on the control panel**

Select **Customize** from **Document Size** and set the length of the original. If the original is up to 3,048.0 mm (120 in.) long, you can scan it by setting **Document Size** to **Auto Detect (Long Paper)**.

- ☐ 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**.  
[“Registering User-defined Sizes in Epson Scan 2” on page 114](#)

**When using Network Folder/FTP, Email, Cloud, or USB Drive from the scanner's control panel**

In Scan Settings, select **User Defined** from **Original Size** and set the size of the original.

**Note:**

You can also register user-defined sizes in Web Config.

You can use these registered user-defined sizes in **Presets** or **User Default Settings** in Web Config. In **Scan Area**, select **User defined** and click **Get from User-Defined Paper Size List(Original)** to load the settings.

[“Registering User-defined Sizes in Web Config” on page 140](#)

## 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.

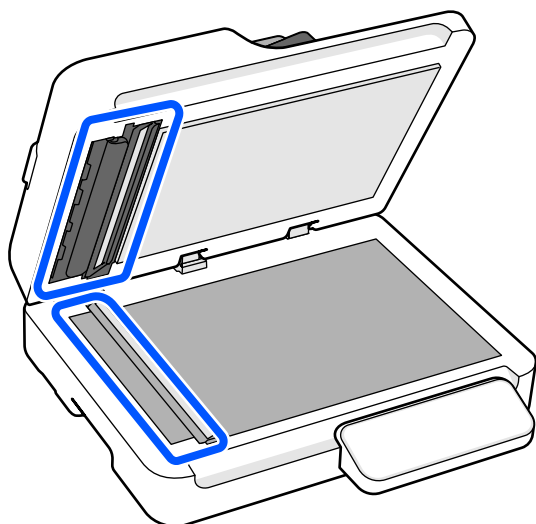
**! Important:**

- ❑ 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.

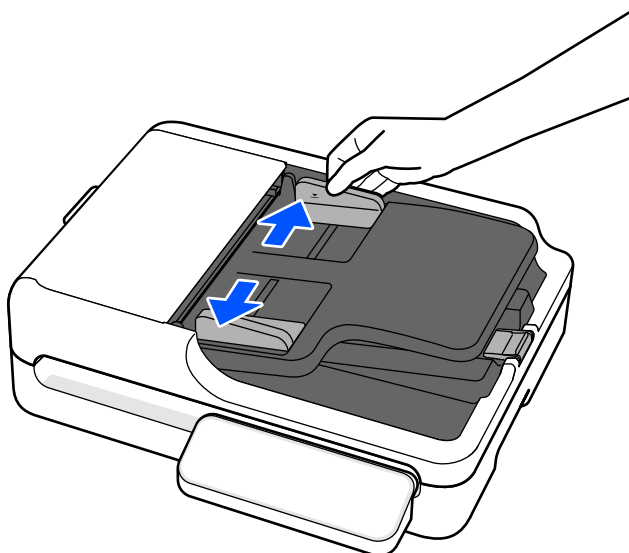
**Note:**

Check the following before scanning.

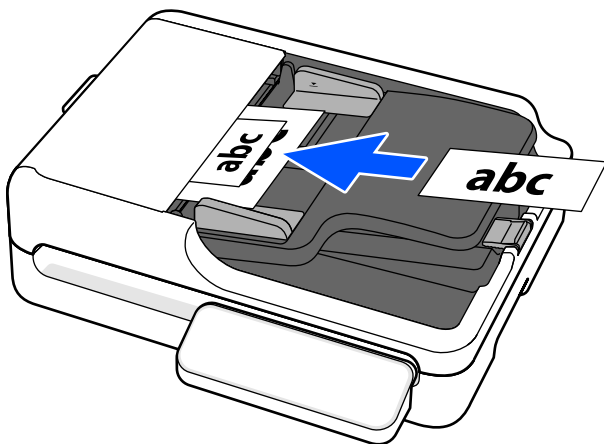
- ❑ Make sure there are no originals on the scanner glass.
- ❑ Make sure there is no dust or dirt in the areas indicated in the following illustration.



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.

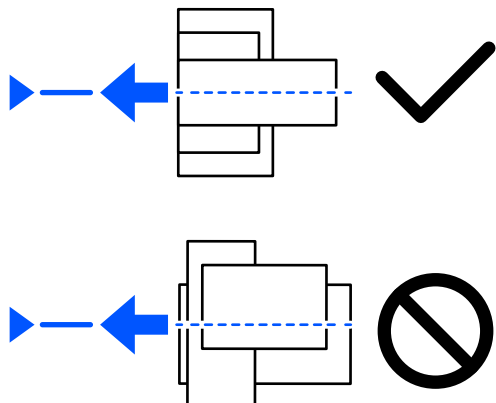


**! Important:**

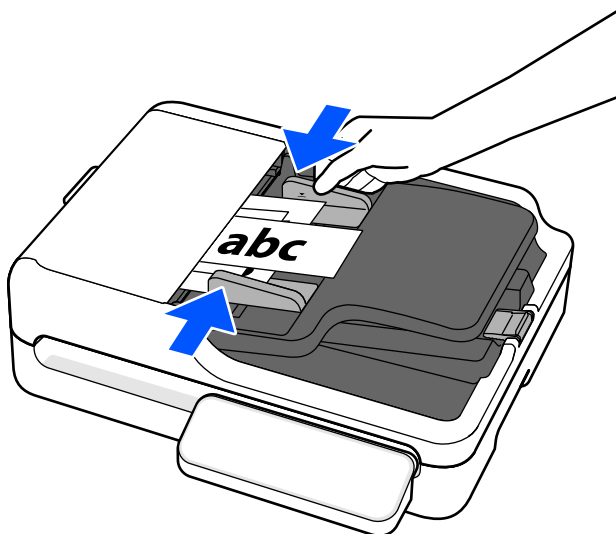
*Check the following points when setting different sizes of originals.*

- ☐ 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.*



3. Align the edge guides with the widest original.

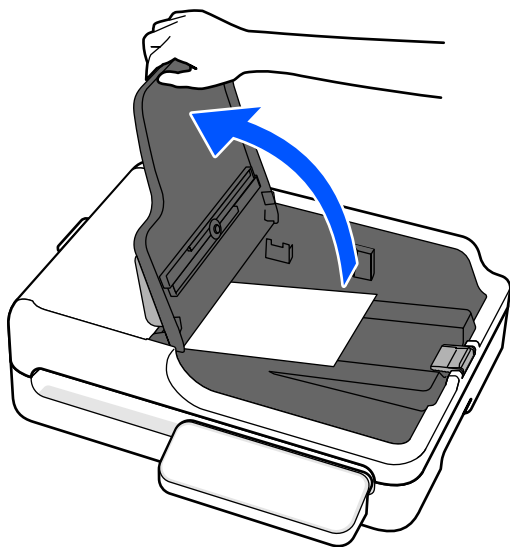


When scanning, set **Document Size** to **Auto Detect** in the Scan Settings.

- ☐ 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**.
- ☐ When using **Computer** on the scanner's control panel: When editing jobs in Document Capture Pro/Document Capture, set **Document Size** to **Auto Detect** on the Scan Settings screen.
- ☐ When using **Network Folder/FTP, Email, Cloud, or USB Drive** on the scanner's control panel: Set **Original Size** to **Auto Detect** in the settings.

**Note:**

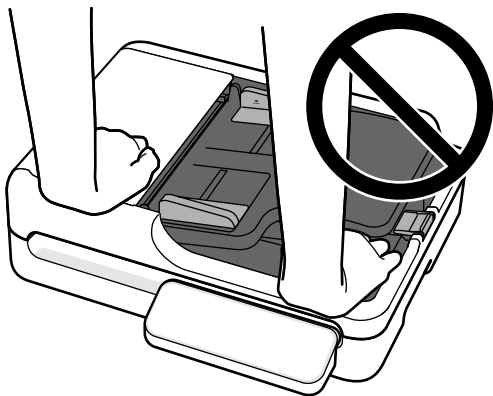
When scanning small originals or scanning with the stopper raised, lift the input tray to remove the scanned originals.



## Placing Originals on the Scanner Glass

**!** *Important:*

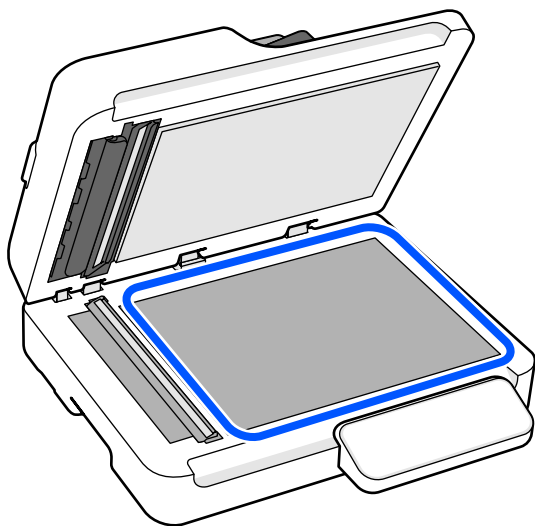
- ❑ Do not place heavy objects on the scanner glass and do not press the glass with too much force. Otherwise, the scanner may be damaged.



- ❑ 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.

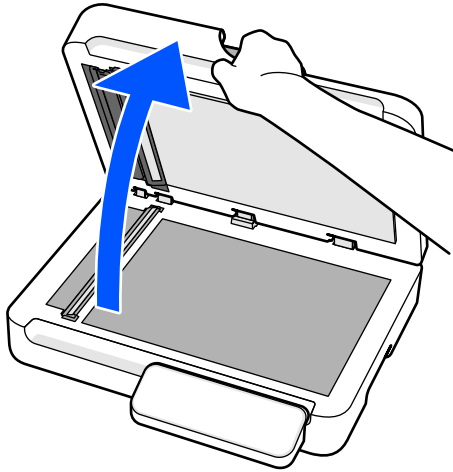


- ❑ When there are originals in both the ADF and on the scanner glass, scanning from the ADF takes priority.

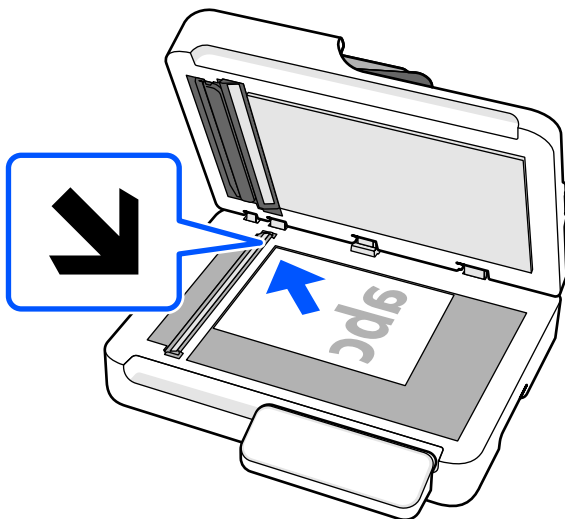
*This applies when **Document Source** is set to **Auto Detect** if you are using Document Capture Pro/Document Capture or Epson Scan 2.*

## Placing an Original

1. Open the document cover.



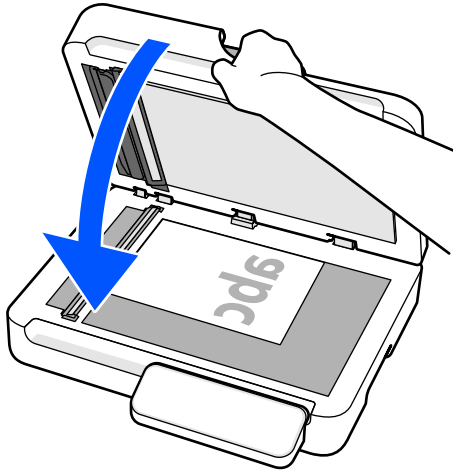
2. Place the original face-down and align it with the corner.



**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.



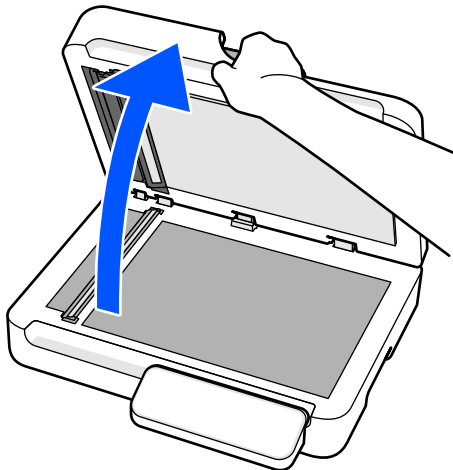
## Placing Thick Originals

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

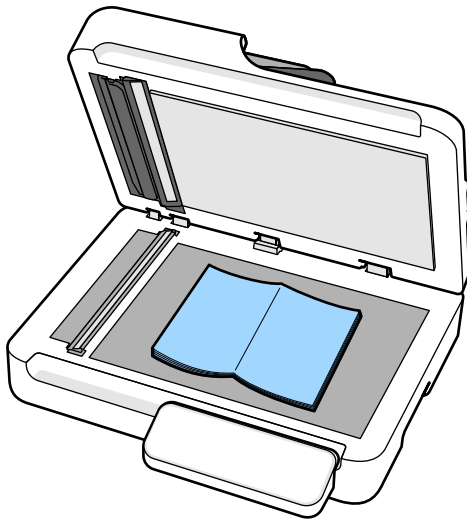
**Note:**

*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.



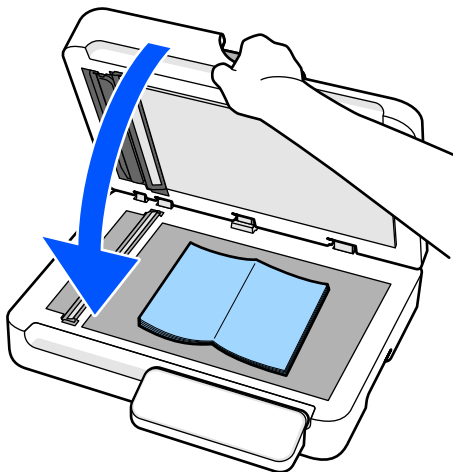
2. Place the original face down in the center of the scanner glass.



**Note:**

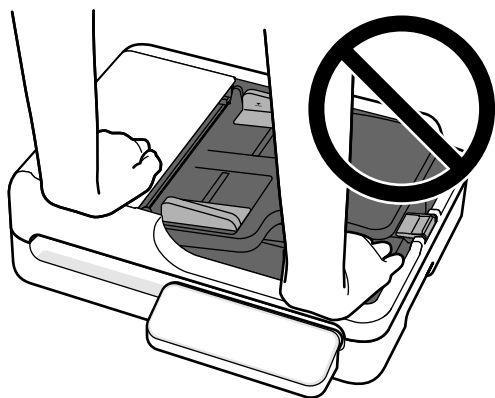
- ❑ The maximum size of the original you can scan is 215.9×297.1 mm (8.5×11.7 in.).
- ❑ There are areas at the top, bottom, left, and right edges of the scanner glass that cannot be scanned.
  - ❑ Top: 1.5 mm (0.06 in.)
  - ❑ Left: 1.5 mm (0.06 in.)
  - ❑ Right: 8 mm (0.31 in.)
  - ❑ Bottom: 15 mm (0.59 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.

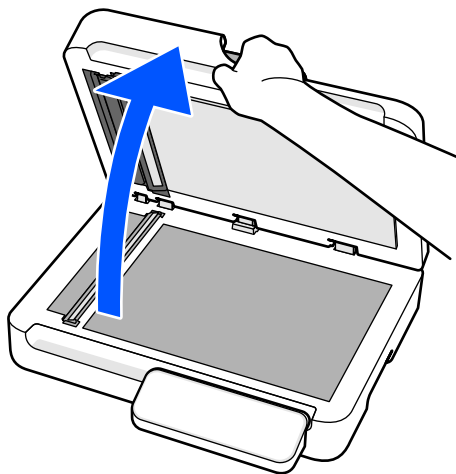
This feature is available in the following cases (when scanning while connected to a computer).

- ☐ When scanning using Document Capture Pro (Windows) / Document Capture (Mac OS X) or Epson Scan 2 on your computer
- ☐ When scanning by selecting **Computer** on the scanner's control panel

**Note:**

- ☐ This feature cannot be used when **Network Folder/FTP, Email, Cloud, or USB Drive** is selected on the scanner's control panel.
- ☐ 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.



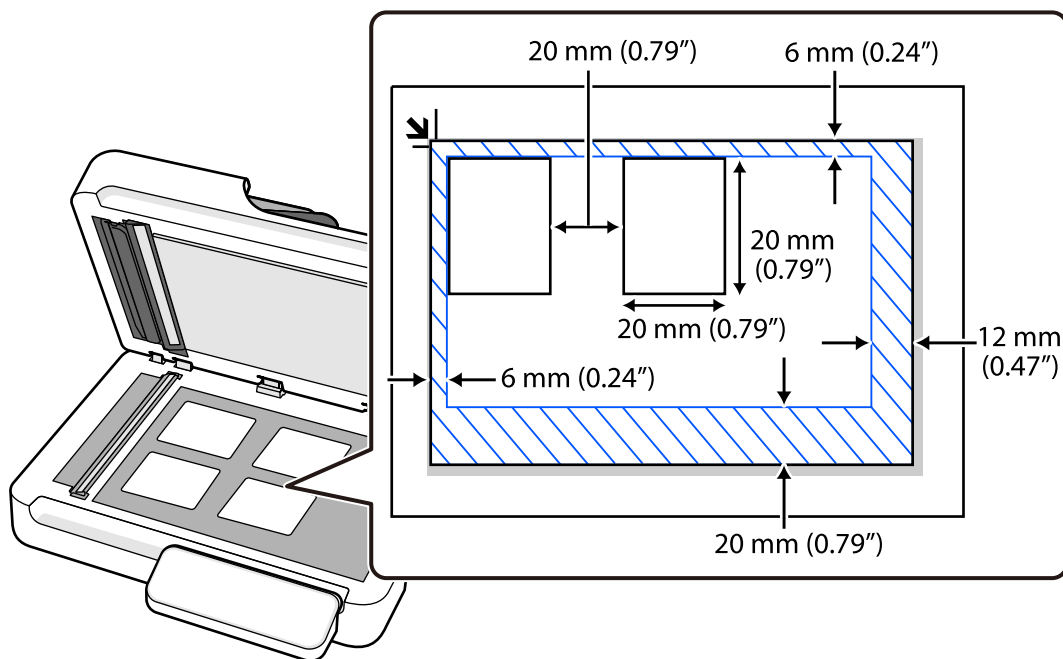
2. Place each original face down on the scanner glass. Place the originals so that they meet the following requirements.

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

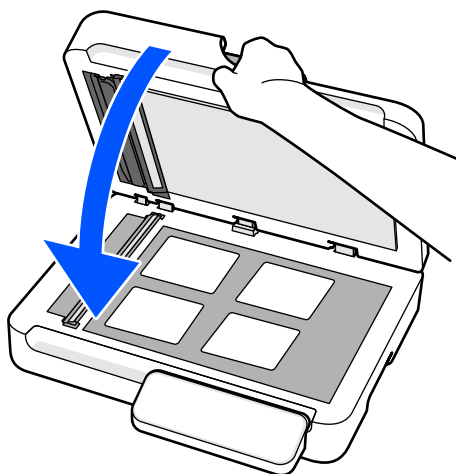
- ☐ Top: 6 mm (0.24 in.)
- ☐ Left: 6 mm (0.24 in.)
- ☐ Right: 12 mm (0.47 in.)
- ☐ Bottom: 20 mm (0.79 in.)

☐ 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.



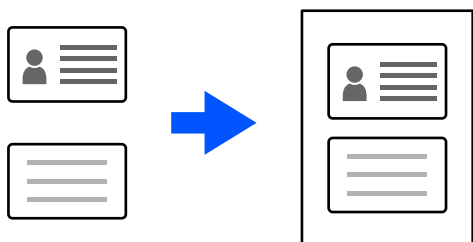
When scanning, set **Document Size** to **Auto Detect** in the Scan Settings.

- ☐ 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.
- ☐ When using **Computer** on the scanner's control panel: When editing jobs in Document Capture Pro/Document Capture, set **Document Size** to **Auto Detect** on the Scan Settings screen.

## Placing an ID Card

You can scan the front and back of an ID card separately and save them as a single image with both sides displayed side by side.



This feature is available from the scanner's control panel. Set **ID Card** to **On** in the Scan Settings of the following menu.

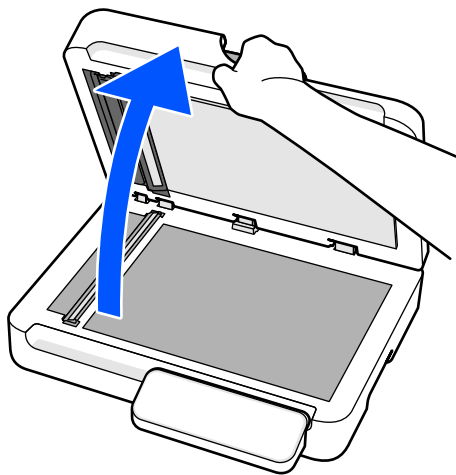
- ☐ **Network Folder/FTP**
- ☐ **Email**
- ☐ **Cloud**
- ☐ **USB Drive**

**Note:**

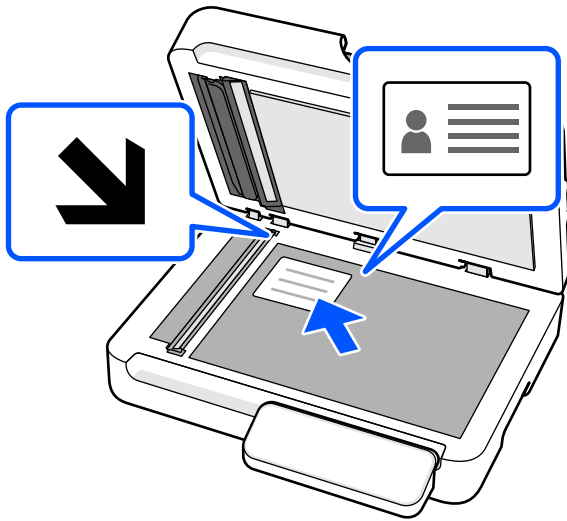
*This feature cannot be used in the following cases:*

- ☐ *When scanning from a computer*
- ☐ *When **Computer** is selected on the scanner's control panel*

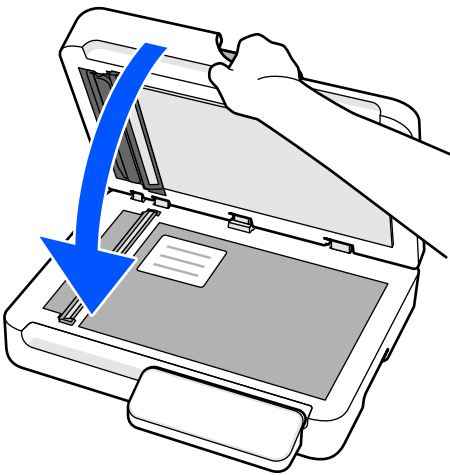
1. Open the document cover.



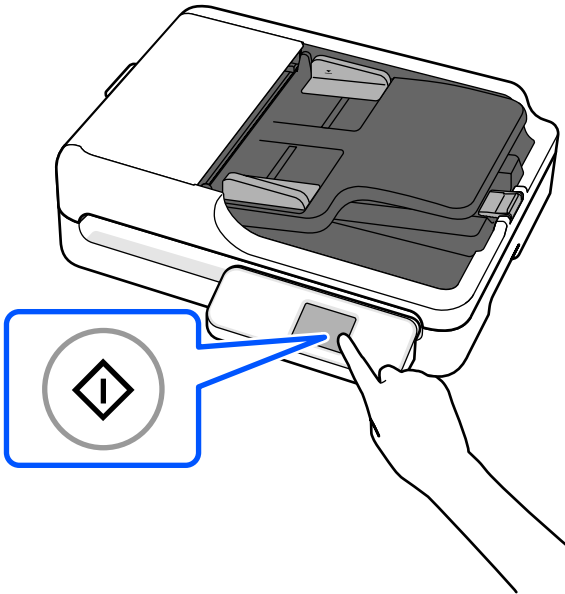
2. Scan the front side. Place the original face-down at least 6 mm (0.24 in.) away from the corner.



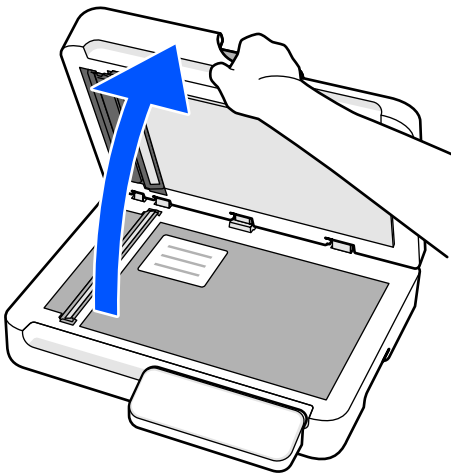
3. Close the document cover gently so that your original does not move.



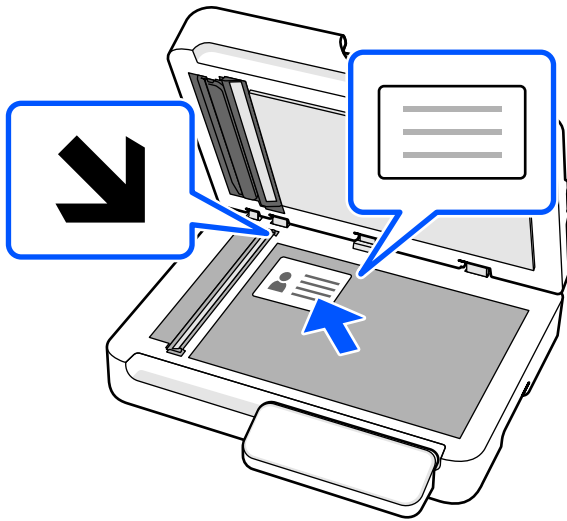
4. Tap  to start scanning.



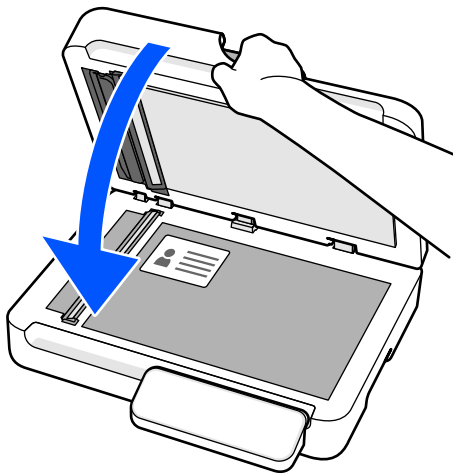
5. After scanning the front side, open the document cover.



6. Scan the back side. Place the original face-down at least 6 mm (0.24 in.) away from the corner.



7. Close the document cover gently so that your original does not move.



8. Tap **Start Scanning** to start scanning the back.  
After scanning the back, tap **Last Original** to save the image.

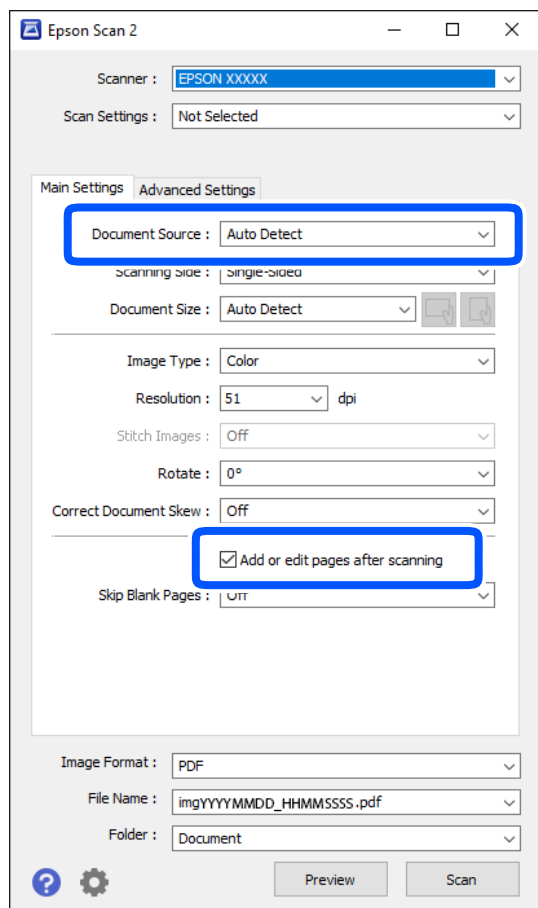
---

## 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.



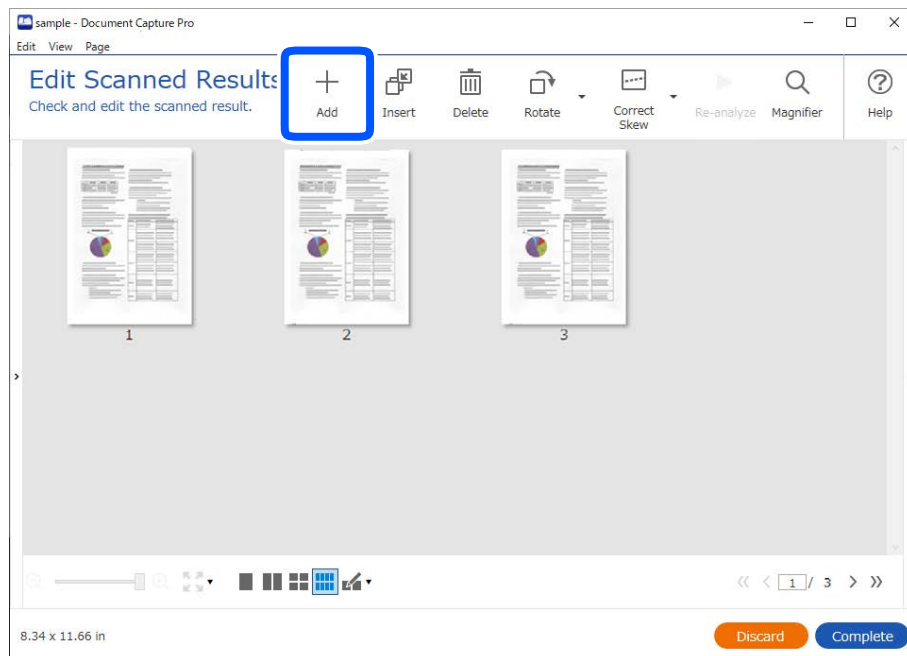
When scanning is complete, the **Add page** screen is displayed. Place the next original and click **Add** to scan.

#### **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.



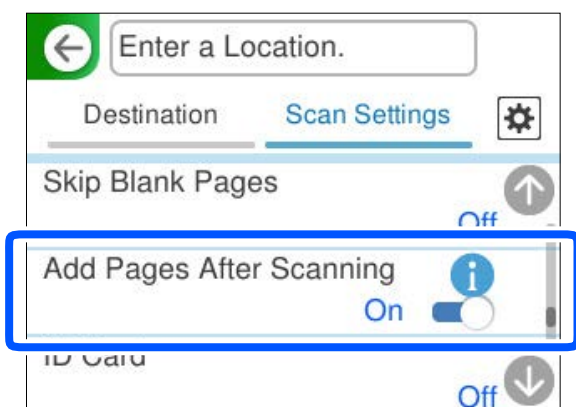
On the Scan Settings screen, select **Source**, and then click **OK** to start scanning.

### 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.

## When Scanning from the Control Panel (the Scan to Features)

In Scan Settings, set **Add Pages After Scanning** to **On**, and then scan.



When scanning is complete, the **Scanning Complete** screen is displayed. Place the next original and tap **Start Scanning** to scan.

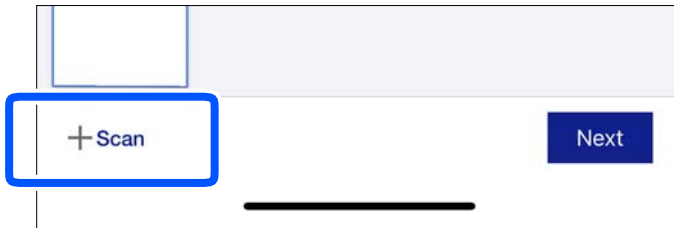
**Note:**

- ❑ When using the **Scan to Computer** feature, see "**When Using Document Capture Pro**" to make the job settings.
- ❑ When there are originals in both the ADF and on the scanner glass, scanning from the ADF takes priority.

### When Using Epson Smart Panel

In Scan Settings, set **Document Source** to **Auto Detect**, and then scan.

When the scan results screen is displayed, place the next original and tap **+Scan** to continue scanning.



**Note:**

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

# Scanning

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| Scanning Using the Registered Contents in Presets. . . . . | 98  |
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| Setting a Job. . . . .                                     | 117 |
| Scanning from a Smart Device. . . . .                      | 118 |

## Scanning Using the Control Panel

You can send scanned images from the scanner's control panel to the following destinations.

### Computer

You can save the scanned image to a computer connected to the scanner.

### Network Folder/FTP

You can save the scanned image to a pre-configured network folder.

### Email

You can send the scanned image by email directly from the scanner through a pre-configured email server.

### Cloud

You can send the scanned image directly to cloud services that have been registered in advance.

### USB Drive

You can save the scanned image directly to a USB drive connected to the scanner.

### WSD

You can save the scanned image to a computer connected to the scanner using the WSD feature.

## Save to Computer

### Scan to Computer Feature Work Flow

This section explains how to save scanned images to a connected computer.

| Necessary Operations                                                                                                                                            | Operation Location   | Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Install the software on your computer and connect the scanner to your computer<br>(This is unnecessary if you installed the software connected during setup) | Scanner and computer | Perform the following operations using the installer.<br><input type="checkbox"/> Install the necessary software on your computer<br><input type="checkbox"/> Connect the scanner to the computer<br>Visit the following website and search for your model to access the installer.<br><a href="https://epson.com/support">https://epson.com/support</a> (U.S.)<br><a href="https://epson.ca/support">https://epson.ca/support</a> (Canada)<br><a href="https://latin.epson.com/support">https://latin.epson.com/support</a> (Latin America)<br><a href="https://epson.sn">https://epson.sn</a> > <b>Setup</b> (Other regions) |

| Necessary Operations                                                       | Operation Location      | Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Create a job in Document Capture Pro and assign it to the control panel | Computer                | <p>There is a preset job that saves scanned images as PDFs. See the following if you want to register additional jobs.</p> <p>Windows:</p> <p>Access the latest Document Capture Pro manual from the following URL.</p> <p><a href="https://support.epson.net/dcp/">https://support.epson.net/dcp/</a></p> <p>Mac OS:</p> <p><a href="#">"Creating and Registering a Job (Mac OS)" on page 117</a></p> <p><a href="#">"Assigning a Job to the Control Panel (Mac OS)" on page 118</a></p> |
| 3. Scan from the control panel                                             | Scanner's control panel | <p>Perform scanning from the control panel.</p> <p><a href="#">"Saving to a Computer" on page 68</a></p>                                                                                                                                                                                                                                                                                                                                                                                  |

## Saving to a Computer

Saves the scanned image to a computer connected to the scanner.

You need to make settings in advance. See the following link for details on the work flow for making settings.

["Scan to Computer Feature Work Flow" on page 67](#)

- Place the original.  
Example: For standard paper  
["Placing Standard Size Originals" on page 43](#)
- Select **Computer** on the home screen on the control panel.

- Select  to select a computer.

**Note:**

- ☐ The scanner's control panel displays up to 111 computers on which Document Capture Pro is installed.
- ☐ If the computer you want to use is not displayed on the control panel or takes a long time to appear, you can make priority display settings in Document Capture Pro. Start Document Capture Pro, click the  (Display on Panel) button at the top-right, and then select **Display your computer on the scanner**.

- If the **Select Job** screen is displayed, select the job.

**Note:**

If you have set only one job, you do not need to select the job. Proceed to the next step.

- Confirm the computer and the job you selected.

**Note:**

Select  to save your settings as a preset.

- Select , check the **Scanner Settings**, and then change them if necessary.

You can change the settings such as **Paper Protection**.

7. Tap .

Document Capture Pro starts on your computer, and scanning starts.

## Save to Network Folder

### Scan to Network Folder/FTP Feature Work Flow

This section uses making settings for Network Folder (SMB) as an example.

| Necessary Operations                                                                                        | Operation Location                                   | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Connect the scanner to the network<br>(This is unnecessary if you connected to the network during setup) | Scanner and computer                                 | <p>Connect the scanner to the network using the installer.</p> <p>Visit the following website and search for your model to access the installer.</p> <p><a href="https://epson.com/support">https://epson.com/support</a> (U.S.)</p> <p><a href="https://epson.ca/support">https://epson.ca/support</a> (Canada)</p> <p><a href="https://latin.epson.com/support">https://latin.epson.com/support</a> (Latin America)</p> <p><a href="https://epson.sn">https://epson.sn</a> &gt; <b>Setup</b> (Other regions)</p> <p>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) or wired LAN (Ethernet) and follow the on-screen instructions to connect to the network.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> When you use the installer, the software is installed at the same time.</li> <li><input type="checkbox"/> You can also set this manually. (for administrators)</li> </ul> <p><a href="#">“Connecting the Scanner to the Network” on page 209</a></p> |
| 2. Create a network folder                                                                                  | Computer                                             | <p>Create a folder to save the scanned image. Create a folder on a computer on your network, and then set the folder to be shared.</p> <p><a href="#">“Creating a Network Folder” on page 122</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3. Register the folder in <b>Contacts</b>                                                                   | Computer (Web Config) or the scanner’s control panel | <p>Register the created network folder in the scanner’s <b>Contacts</b>. This allows you to select the destination from Contacts without having to enter the destination folder path when scanning.</p> <p><a href="#">“Registering a Destination (Network Folder (SMB))” on page 133</a></p> <p><b>Note:</b></p> <p>See the following for FTP and SharePoint (WebDAV) setting items.</p> <p><a href="#">“Registering a Destination (FTP)” on page 134</a></p> <p><a href="#">“Registering a Destination (SharePoint(WebDAV))” on page 135</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4. Scan from the control panel                                                                              | Scanner’s control panel                              | <p>Perform scanning from the control panel.</p> <p><a href="#">“Saving to a Network Folder” on page 70</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Saving to a Network Folder

Save the scanned image to a specified folder on a network.

You need to make settings in advance. See the following link for details on the work flow for making settings.

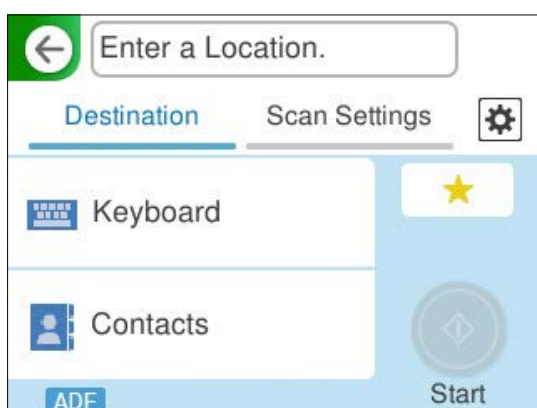
[“Scan to Network Folder/FTP Feature Work Flow” on page 69](#)

### Note:

Before scanning, make sure the scanner's **Date/Time** and **Time Difference** settings are correct.

If you need to make changes, select **Settings** > **Basic Settings** > **Date/Time Settings** on the control panel.

1. Place the original.  
Example: For standard paper  
[“Placing Standard Size Originals” on page 43](#)
2. Select **Network Folder/FTP** on the home screen on the control panel.
3. Specify the destination on the **Destination** tab.



- ☐ To enter by keyboard: Select **Keyboard**. See the following for the setting items for the destination.

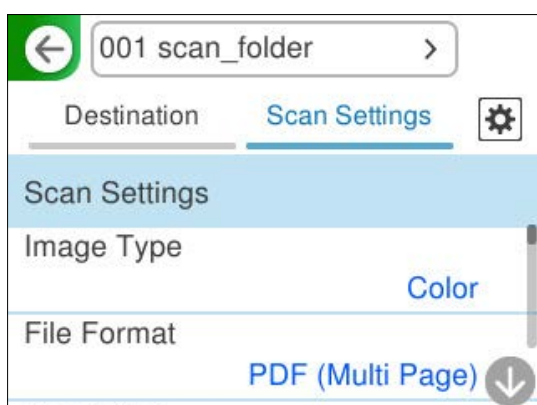
[“Setting Items for Editing the Destination” on page 71](#)

- ☐ To select from the contacts list: Select **Contacts**, select a contact, and then select **Close**.

You can also search for registered folders in the search box at the top of the Contacts screen.

4. Select the **Scan Settings** tab, check settings such as the save format, and then change them if necessary.

[“Scan Menu Options for Scanning to a Folder” on page 72](#)



5. Select , check the **Scanner Settings**, and then change them if necessary.

You can change the settings such as **Paper Protection**.

6. Select the **Destination** tab again, and then tap .

**Note:**

Select  to save your settings as a preset.

Scanned images are saved in the destination network folder.

### Setting Items for Editing the Destination

#### Communication Mode:

Select the communication mode for the folder.

#### Location (Required):

Enter the network path for the destination folder in an appropriate format for the Communication Mode selected.

☐ Network Folder (SMB): \\host name (computer name)\folder name

☐ FTP: ftp://host name (server name)/folder name

☐ FTPS: ftps://host name (server name)/folder name

☐ WebDAV (HTTPS): https://host name/folder name

☐ WebDAV (HTTP): http://host name/folder name

**Note:**

Scanning to **Network Folder/FTP** from the scanner's control panel does not support SharePoint Online.

If you want to save scanned images to SharePoint Online, install the SharePoint Online Connector in Document Capture Pro. See the Document Capture Pro manual for details.

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

#### User Name:

Enter the login user name for the computer on which the destination folder was created.

#### Password:

Enter the login password for the computer on which the destination folder was created.

#### Connection Mode:

Select the connection mode for the folder.

#### Port Number:

Enter a port number for the folder.

#### Proxy Server Settings:

Select whether or not to use a proxy server.

## **Scan Menu Options for Scanning to a Folder**

### **Note:**

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

#### **Image Type:**

Select the color of the output image.

When you select the following, the scanner detects the color of the originals automatically and saves the images using the detected colors.

##### ☐ Color/Grayscale/B&W

Converts the scanned image into 24-bit color, 8-bit gray, or monochrome (black and white binary). When this is selected, set the sensitivity to determine whether the original is grayscale or monochrome when scanning a non-color original.

##### ☐ Color/Black & White:

Converts the scanned image into 24-bit color or monochrome (black and white binary).

##### ☐ Color/Grayscale:

Converts the scanned image into 24-bit color or 8-bit gray.

The available image types may vary depending on the File Format you selected. See the following for more details.

[“Combinations for Available File Format and Image Type” on page 96](#)

#### **File Format:**

Select the format in which to save the scanned image.

When you want to save as PDF, PDF/A, or TIFF, select whether to save all originals as one file (multi-page) or save each original separately (single page).

##### ☐ Compression Ratio:

Select how much to compress the scanned image.

##### ☐ PDF Settings:

When you have selected PDF as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

#### **Resolution:**

Select the scanning resolution.

See the following for details on the file resolutions that can be selected.

[“Available Resolutions” on page 98](#)

#### **Scanning Side:**

Select the side of the original you want to scan when scanning from the ADF.

##### ☐ Document Direction:

Select the orientation of the original.

##### ☐ Binding(Original):

Select the binding direction of the original.

## Original Size:

Select the size of the original you placed.

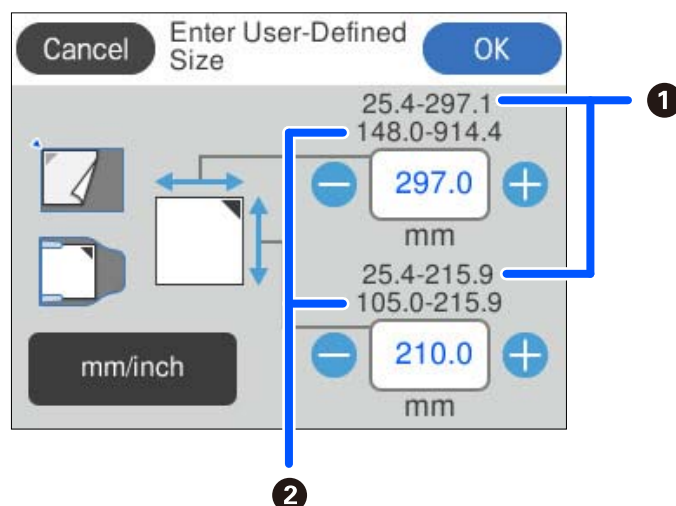
### Note:

You can set a custom original size in **User Defined**.

The size of the original that you can define varies depending on the document source used to place the original. Enter the values based on the numbers displayed on the screen.

❶: When the original is placed on the scanner glass

❷: When the original is placed in the ADF



### ☐ Document Direction:

Select the orientation of the original.

### ☐ Crop Margins for Size "Auto":

Adjust the cropping area when selecting **Auto Detect**.

## Document Direction:

Select the orientation of the original.

### Note:

The **Document Direction** setting is synced with the **Scanning Side** and **Original Size** settings. If you change the setting in any of them, the change is applied to all of them.

## Text Enhancement:

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.

### ☐ Emphasize light letters / Remove background:

You can set the level of correction between text and background. When you move the slider closer to **Emphasize light letters**, the light letters in the scanned image are emphasized. When you move the slider closer to **Remove background**, the background color, pattern, wrinkles, or offset in the scanned image is removed.

### ☐ Remove spot noise:

You can remove black dots in the background of the original that cannot be removed by lightening the background. You can adjust the level of the effect.

**Note:**

*When you select this feature, it may also remove small dots as well as the black dots in the background.*

**Rotation:**

Rotate the scanned image clockwise. Select the rotation angle depending on the original you want to scan.

**Density:**

Select the contrast of the scanned image.

**Remove Background:**

Remove the background color of the originals from the scanned image.

To use this feature, the background color of the originals should be the lightest color in the originals, and should be uniform. This feature is not applied correctly if there are patterns in the background, or there are text or illustrations which are a lighter color than the background.

**Remove Shadow:**

Remove the shadows of the original that appear in the scanned image.

☐ **Frame:**

Remove the shadows at the edge of the original.

**Correct Document Skew:**

Correct skew in the scanned image.

This feature may not be able to correct documents that have been over skewed.

**Skip Blank Pages:**

Select to skip any blank pages in the originals when scanning from the ADF.

If the result is not what you expected, adjust detection level.

**Note:**

*Some pages may be incorrectly skipped as blank pages.*

**Add Pages After Scanning:**

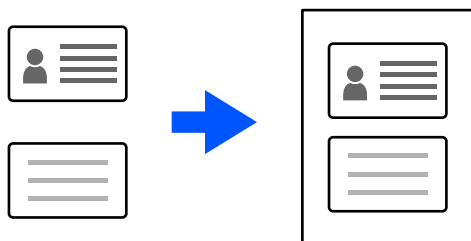
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original in the ADF or on the scanner glass, and then tap **Start Scanning**.

After scanning all of the originals, tap **Last Original** to save the image.

#### ID Card:

Use the scanner glass to scan the front and back of the ID card separately, then save them side by side as a single image.



#### Note:

*The scanned image is automatically cropped with a margin of approximately 3 mm (0.12 in.).*

Follow the steps below to scan the front and back sides in order.

[“Placing an ID Card” on page 59](#)

#### ☐ Layout:

Select the layout to be used for the front and back sides when saving the image.

#### File Name:

##### ☐ Filename Prefix:

Enter a prefix for the name of the images in alphanumeric characters and symbols.

##### ☐ Add Date:

Add the date to the file name.

##### ☐ Add Time:

Add the time to the file name.

#### Clear All Settings

Resets the scan settings to their defaults.

## Send by Email

### To Send by Email

Simply by operating the scanner's touch panel, you can send scanned images as email attachments without using a computer. You can use either of the following methods.

| Method                  | Send easily using Epson's service                   | Send by setting up an email server                                                                                                                     |
|-------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| What do you want to do? | I want to send emails easily using simple settings. | <input type="checkbox"/> I want to send emails to multiple addresses at once.<br><input type="checkbox"/> I want to select the sender's email address. |

| Method      | Send easily using Epson's service                                                                                                                                                                                                                     | Send by setting up an email server                                                                                                                                                                                                                                                                                          |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setup guide | <p><a href="#">“Scan to Cloud Feature Work Flow” on page 83</a></p> <ol style="list-style-type: none"> <li>1. Register your scanner with <i>Epson Connect</i>*, an Epson service.</li> <li>2. Add email addresses to the destination list.</li> </ol> | <p><a href="#">“Scan to Email Feature Work Flow” on page 76</a></p> <ol style="list-style-type: none"> <li>1. Check the email server information.</li> <li>2. Register server addresses and other email server information to the scanner.</li> <li>3. Register the email addresses to your Contacts (optional).</li> </ol> |

\* Epson Connect is a service that allows you to use the Internet to connect to your scanners. By simply registering the scanner and user information, you can send scanned data to a specified email address or a third-party cloud service. Epson Connect services are subject to change without notice.

### Differences in Available Features

| Method                       | Send easily using Epson's service                    | Send by setting up an email server                                                                                                                                             |
|------------------------------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sender                       | Epson Connect send-only address (cannot be changed)  | Set any address                                                                                                                                                                |
| Destination settings         | Register in advance (Epson Connect destination list) | <input type="checkbox"/> Register in advance (Contacts on the scanner)<br><input type="checkbox"/> Enter the destination directly when scanning without registering in advance |
| Select multiple destinations | -                                                    | Available<br>You can also register destinations as a group in Contacts.                                                                                                        |
| Attachment name              | -                                                    | Available (edit on the control panel)                                                                                                                                          |
| Email subject                | Available (edit by destination)                      | Available (edit on the control panel)                                                                                                                                          |
| Email body                   | Available (edit by destination)                      | -                                                                                                                                                                              |
| Maximum attachment size      | -                                                    | Available (edit on the control panel)                                                                                                                                          |

## Scan to Email Feature Work Flow

There are two ways you can send scanned images to a specified email address; by setting up an email server or by using the Epson Connect cloud service.

[“To Send by Email” on page 75](#)

The following explains how to setup an email server to send scanned images by email.

| Necessary Operations                                                                                        | Operation Location                                   | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Connect the scanner to the network<br>(This is unnecessary if you connected to the network during setup) | Scanner and computer                                 | <p>Connect the scanner to the network using the installer.</p> <p>Visit the following website and search for your model to access the installer.</p> <p><a href="https://epson.com/support">https://epson.com/support</a> (U.S.)</p> <p><a href="https://epson.ca/support">https://epson.ca/support</a> (Canada)</p> <p><a href="https://latin.epson.com/support">https://latin.epson.com/support</a> (Latin America)</p> <p><a href="https://epson.sn">https://epson.sn</a> &gt; <b>Setup</b> (Other regions)</p> <p>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) or wired LAN (Ethernet) and follow the on-screen instructions to connect to the network.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> When you use the installer, the software is installed at the same time.</li> <li><input type="checkbox"/> You can also set this manually. (for administrators)</li> </ul> <p><a href="#">“Connecting the Scanner to the Network” on page 209</a></p> |
| 2. Register your email server information to the scanner                                                    | Computer (Web Config) or the scanner's control panel | <p>The Scan to Email feature allows you to send scanned images through an email server. Register the email server information to the scanner.</p> <p><a href="#">“Registering an Email Server” on page 128</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3. Check the email server connection                                                                        | Computer (Web Config) or the scanner's control panel | <p>Test the email server connection.</p> <p><a href="#">“Checking an Email Server Connection” on page 130</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4. Register the recipient's email address in <b>Contacts</b>                                                | Computer (Web Config) or the scanner's control panel | <p>Register the recipient's email address in the scanner's <b>Contacts</b>. This allows you to select the recipient from Contacts without having to enter their email address when scanning.</p> <p><a href="#">“Registering a Destination (Email)” on page 132</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5. Scan from the control panel                                                                              | Scanner's control panel                              | <p>Perform scanning from the control panel.</p> <p><a href="#">“Scanning Originals to an Email” on page 77</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Scanning Originals to an Email

There are two ways you can send scanned images to a specified email address. See the following for more information on the two methods.

[“To Send by Email” on page 75](#)

You need to make settings in advance to perform scanning. See the following link for details on the work flow for making settings.

[“Scan to Email Feature Work Flow” on page 76](#)

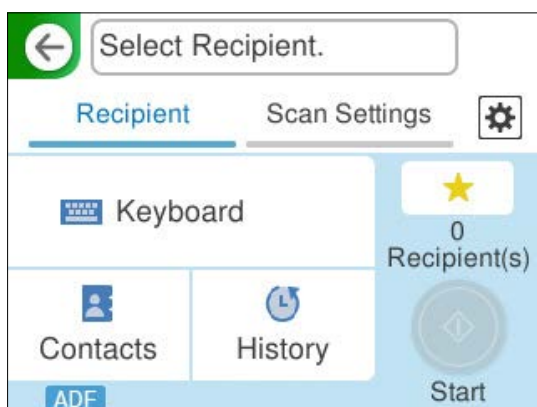
The following explains how to scan using an email server.

**Note:**

Before scanning, make sure the scanner's **Date/Time** and **Time Difference** settings are correct.

If you need to make changes, select **Settings** > **Basic Settings** > **Date/Time Settings** on the control panel.

1. Place the original.  
Example: For standard paper  
[“Placing Standard Size Originals” on page 43](#)
2. Select **Email** on the home screen on the control panel.
3. Specify the destination on the **Recipient** tab.



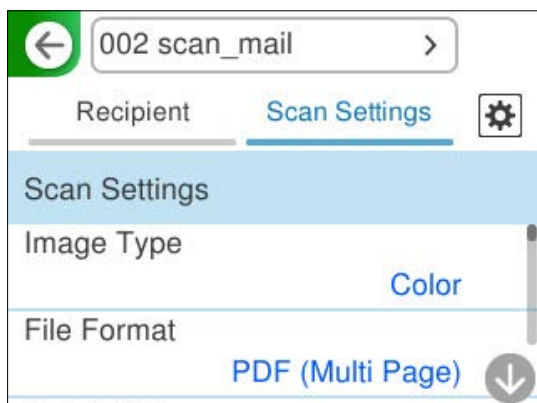
- ☐ To enter by keyboard: Select **Keyboard**, type in the destination, and then select **OK**.
- ☐ To select from the contacts list: Select **Contacts**, select a contact, and then select **Close**.  
You can also search for registered addresses in the search box at the top of the Contacts screen.
- ☐ To select from the history list: Select **History**, select a contact, and then select **Close**.

**Note:**

- ☐ The number of recipients you selected is displayed on the right of the screen. You can send emails to up to 10 addresses and groups.  
If groups is included in recipients, you can select up to 200 individual addresses in total, taking addresses in the groups into account.
- ☐ Select the address box at the top of the screen to display the list of selected addresses.

4. Select **Scan Settings**, check settings such as the save format, and then change them if necessary.

[“Scan Menu Options for Scanning to an Email” on page 79](#)



5. Select , check the **Scanner Settings**, and then change them if necessary.

You can change the settings such as **Paper Protection**.

6. Select the **Recipient** tab again, and then tap .

**Note:**

Select  to save your settings as a preset.

The scanned image is sent to the recipient's email address.

### **Scan Menu Options for Scanning to an Email**

**Note:**

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

#### **Image Type:**

Select the color of the output image.

When you select the following, the scanner detects the color of the originals automatically and saves the images using the detected colors.

- ☐ Color/Grayscale/B&W

Converts the scanned image into 24-bit color, 8-bit gray, or monochrome (black and white binary). When this is selected, set the sensitivity to determine whether the original is grayscale or monochrome when scanning a non-color original.

- ☐ Color/Black & White:

Converts the scanned image into 24-bit color or monochrome (black and white binary).

- ☐ Color/Grayscale:

Converts the scanned image into 24-bit color or 8-bit gray.

The available image types may vary depending on the File Format you selected. See the following for more details.

[“Combinations for Available File Format and Image Type” on page 96](#)

### File Format:

Select the format in which to save the scanned image.

When you want to save as PDF, PDF/A, or TIFF, select whether to save all originals as one file (multi-page) or save each original separately (single page).

#### ☐ Compression Ratio:

Select how much to compress the scanned image.

#### ☐ PDF Settings:

When you have selected PDF as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

### Resolution:

Select the scanning resolution.

See the following for details on the file resolutions that can be selected.

[“Available Resolutions” on page 98](#)

### Scanning Side:

Select the side of the original you want to scan when scanning from the ADF.

#### ☐ Document Direction:

Select the orientation of the original.

#### ☐ Binding(Original):

Select the binding direction of the original.

### Original Size:

Select the size of the original you placed.

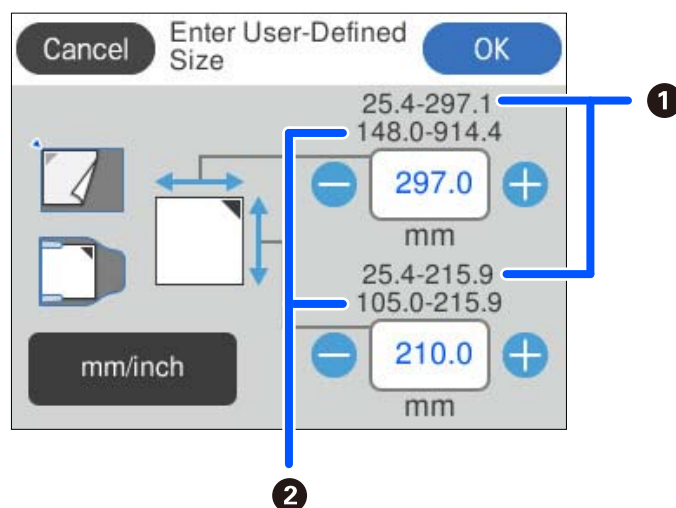
#### **Note:**

You can set a custom original size in **User Defined**.

The size of the original that you can define varies depending on the document source used to place the original. Enter the values based on the numbers displayed on the screen.

①: When the original is placed on the scanner glass

②: When the original is placed in the ADF



☐ Document Direction:

Select the orientation of the original.

☐ Crop Margins for Size "Auto":

Adjust the cropping area when selecting **Auto Detect**.

Document Direction:

Select the orientation of the original.

**Note:**

*The **Document Direction** setting is synced with the **Scanning Side** and **Original Size** settings. If you change the setting in any of them, the change is applied to all of them.*

Text Enhancement:

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.

☐ Emphasize light letters / Remove background:

You can set the level of correction between text and background. When you move the slider closer to **Emphasize light letters**, the light letters in the scanned image are emphasized. When you move the slider closer to **Remove background**, the background color, pattern, wrinkles, or offset in the scanned image is removed.

☐ Remove spot noise:

You can remove black dots in the background of the original that cannot be removed by lightening the background. You can adjust the level of the effect.

**Note:**

*When you select this feature, it may also remove small dots as well as the black dots in the background.*

Rotation:

Rotate the scanned image clockwise. Select the rotation angle depending on the original you want to scan.

Density:

Select the contrast of the scanned image.

Remove Background:

Remove the background color of the originals from the scanned image.

To use this feature, the background color of the originals should be the lightest color in the originals, and should be uniform. This feature is not applied correctly if there are patterns in the background, or there are text or illustrations which are a lighter color than the background.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

☐ Frame:

Remove the shadows at the edge of the original.

Correct Document Skew:

Correct skew in the scanned image.

This feature may not be able to correct documents that have been over skewed.

### Skip Blank Pages:

Select to skip any blank pages in the originals when scanning from the ADF.

If the result is not what you expected, adjust detection level.

**Note:**

*Some pages may be incorrectly skipped as blank pages.*

### Add Pages After Scanning:

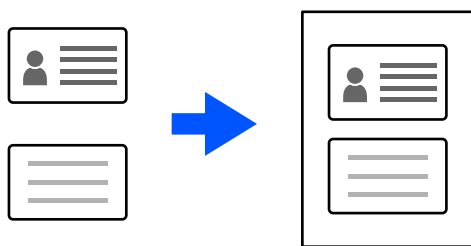
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original in the ADF or on the scanner glass, and then tap **Start Scanning**.

After scanning all of the originals, tap **Last Original** to save the image.

### ID Card:

Use the scanner glass to scan the front and back of the ID card separately, then save them side by side as a single image.



**Note:**

*The scanned image is automatically cropped with a margin of approximately 3 mm (0.12 in.).*

Follow the steps below to scan the front and back sides in order.

[“Placing an ID Card” on page 59](#)

☐ Layout:

Select the layout to be used for the front and back sides when saving the image.

### Subject:

Enter a subject for the email in alphanumeric characters and symbols.

### Attached File Max Size:

Select the maximum file size that can be attached to the email.

See the following for details on the file sizes that can be saved.

[“File Sizes that can be Saved” on page 97](#)

### File Name:

☐ Filename Prefix:

Enter a prefix for the name of the images in alphanumeric characters and symbols.

☐ Add Date:

Add the date to the file name.

☐ Add Time:

Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

## Send to the Cloud

### Scan to Cloud Feature Work Flow

Use Epson's cloud service, *Epson Connect* to send scanned images to registered destinations.

- ☐ You can easily send scanned images by email by registering an email address as the destination.
- ☐ You can send scanned images to third-party online storage services (Evernote, Google Drive, Dropbox, and so on) by registering them as the destination. For details on how to register an account, see the website for each service. Available services are subject to change without notice.

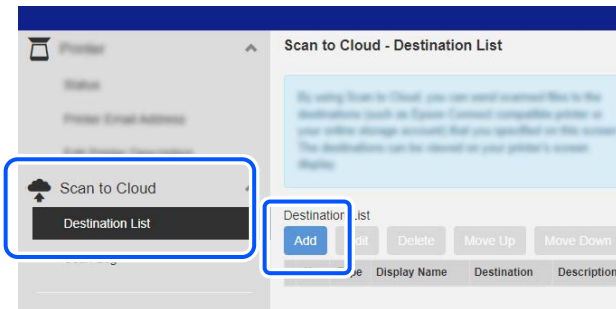
**Note:**

For more details about *Epson Connect* services, visit the following portal website.

<https://www.epsonconnect.com/>

<http://www.epsonconnect.eu> (Europe only)

| Necessary Operations                                                                                        | Operation Location   | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Connect the scanner to the network<br>(This is unnecessary if you connected to the network during setup) | Scanner and computer | <p>Connect the scanner to the network using the installer.</p> <p>Visit the following website and search for your model to access the installer.</p> <p><a href="https://epson.com/support">https://epson.com/support</a> (U.S.)</p> <p><a href="https://epson.ca/support">https://epson.ca/support</a> (Canada)</p> <p><a href="https://latin.epson.com/support">https://latin.epson.com/support</a> (Latin America)</p> <p><a href="https://epson.sn">https://epson.sn</a> &gt; <b>Setup</b> (Other regions)</p> <p>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) or wired LAN (Ethernet) and follow the on-screen instructions to connect to the network.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> When you use the installer, the software is installed at the same time.</li> <li><input type="checkbox"/> You can also set this manually. (for administrators)</li> </ul> <p><a href="#">“Connecting the Scanner to the Network” on page 209</a></p> |

| Necessary Operations                                          | Operation Location                                              | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Register the product with Epson Connect                    | Scanner's control panel and computer<br>(Epson Connect website) | <p>Register your product with Epson Connect and enable the service.</p> <p>On the scanner's control panel, select <b>Settings &gt; Web Service Settings &gt; Epson Connect Services &gt; Register</b>, and then follow the on-screen instructions to register.</p> <p><b>Note:</b><br/>If you are prompted to enter a verification code, access the following URL and enter the code.</p> <p><a href="https://www.epsonconnect.com/activation">https://www.epsonconnect.com/activation</a></p>                                                                                                 |
| 3. Register a destination list on the Epson Connect user page | Computer<br>(Epson Connect website)                             | <p>Register the destinations you want to send to in the destination list on the Epson Connect user page.</p> <p>Access the user page from the following URL, click the <b>Scan to Cloud &gt; Destination List &gt; Add*</b>, and then follow the on-screen instructions to add a destination.</p> <p><a href="https://www.epsonconnect.com/user">https://www.epsonconnect.com/user</a></p>  <p><b>Note:</b><br/>When registering an email address, select <b>Email Address</b> as the destination type.</p> |
| 4. Scan from the control panel                                | Scanner's control panel                                         | <p>Perform scanning from the control panel.</p> <p><a href="#">"Sending to the Cloud" on page 84</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

\*Epson Connect services are subject to change without notice.

## Sending to the Cloud

Send scanned images to destinations registered in *Epson Connect*.

You need to make settings in advance. See the following link for details on the work flow for making settings.

["Scan to Cloud Feature Work Flow" on page 83](#)

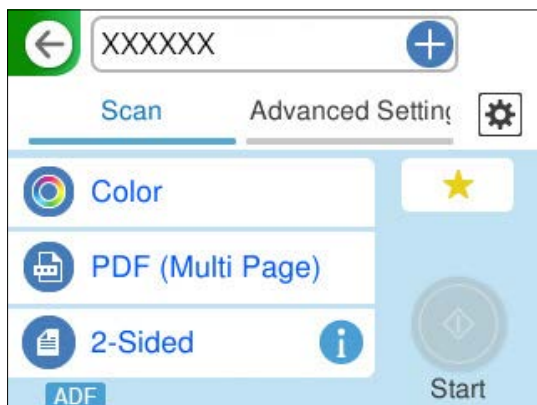
1. Place the original.

Example: For standard paper

["Placing Standard Size Originals" on page 43](#)

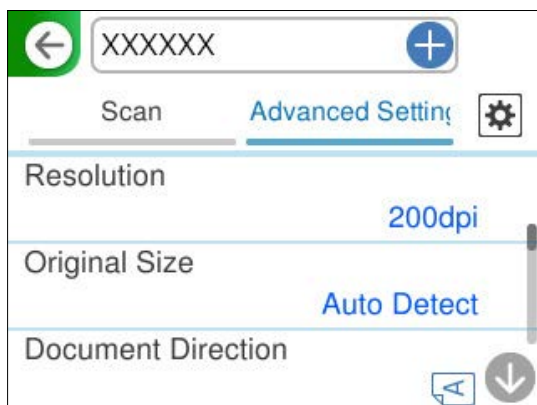
2. Select **Cloud** on the home screen on the control panel.
3. Select  on the top of the screen, and then select a destination.
4. Set items on **Scan** tab, such as the save format.

[“Cloud Storage Scan Setting Items” on page 85](#)



5. Select the **Advanced Settings** tab, check the settings, and then change them if necessary.

[“Advanced Menu Options for Scanning to the Cloud” on page 86](#)



6. Select , check the **Scanner Settings**, and then change them if necessary.  
You can change the settings such as **Paper Protection**.
7. Select the **Scan** tab again, and then tap .

**Note:**

Select  to save your settings as a preset.

Scanned images are sent to the registered destination.

### **Cloud Storage Scan Setting Items**

Image Type:

Select the color of the output image.

When you select the following, the scanner detects the color of the originals automatically and saves the images using the detected colors.

☐ Color/Grayscale:

Converts the scanned image into 24-bit color or 8-bit gray.

The available image types may vary depending on the File Format you selected. See the following for more details.

[“Combinations for Available File Format and Image Type” on page 96](#)

**File Format:**

Select the format in which to save the scanned image.

When you want to save as PDF, select whether to save all originals as one file (multi-page) or save each original separately (single page).

☐ Compression Ratio:

Select how much to compress the scanned image.

**Scanning Side:**

Select the side of the original you want to scan when scanning from the ADF.

☐ Document Direction:

Select the orientation of the original.

☐ Binding(Original):

Select the binding direction of the original.

### ***Advanced Menu Options for Scanning to the Cloud***

**Note:**

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

**Resolution:**

Select the scanning resolution.

See the following for details on the file resolutions that can be selected.

[“Available Resolutions” on page 98](#)

**Original Size:**

Select the size of the original you placed.

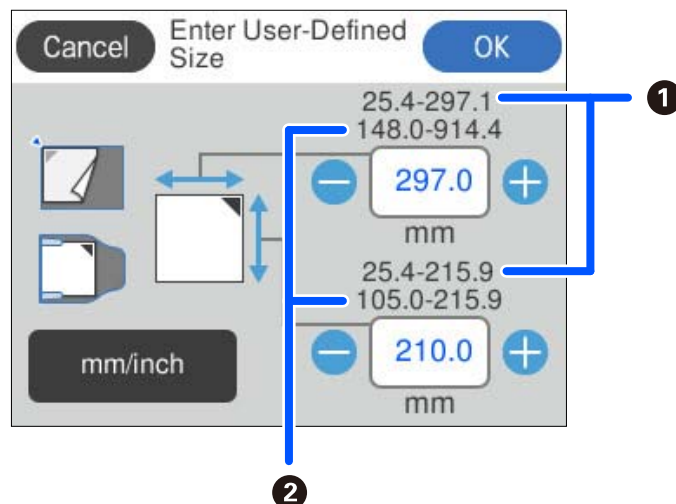
**Note:**

You can set a custom original size in **User Defined**.

The size of the original that you can define varies depending on the document source used to place the original. Enter the values based on the numbers displayed on the screen.

❶: When the original is placed on the scanner glass

❷: When the original is placed in the ADF



☐ Document Direction:

Select the orientation of the original.

☐ Crop Margins for Size "Auto":

Adjust the cropping area when selecting **Auto Detect**.

**Document Direction:**

Select the orientation of the original.

**Note:**

The **Document Direction** setting is synced with the **Scanning Side** and **Original Size** settings. If you change the setting in any of them, the change is applied to all of them.

**Text Enhancement:**

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.

☐ Emphasize light letters / Remove background:

You can set the level of correction between text and background. When you move the slider closer to **Emphasize light letters**, the light letters in the scanned image are emphasized. When you move the slider closer to **Remove background**, the background color, pattern, wrinkles, or offset in the scanned image is removed.

☐ Remove spot noise:

You can remove black dots in the background of the original that cannot be removed by lightening the background. You can adjust the level of the effect.

**Note:**

When you select this feature, it may also remove small dots as well as the black dots in the background.

**Rotation:**

Rotate the scanned image clockwise. Select the rotation angle depending on the original you want to scan.

**Density:**

Select the contrast of the scanned image.

**Remove Background:**

Remove the background color of the originals from the scanned image.

To use this feature, the background color of the originals should be the lightest color in the originals, and should be uniform. This feature is not applied correctly if there are patterns in the background, or there are text or illustrations which are a lighter color than the background.

**Remove Shadow:**

Remove the shadows of the original that appear in the scanned image.

☐ **Frame:**

Remove the shadows at the edge of the original.

**Correct Document Skew:**

Correct skew in the scanned image.

This feature may not be able to correct documents that have been over skewed.

**Skip Blank Pages:**

Select to skip any blank pages in the originals when scanning from the ADF.

If the result is not what you expected, adjust detection level.

**Note:**

*Some pages may be incorrectly skipped as blank pages.*

**Add Pages After Scanning:**

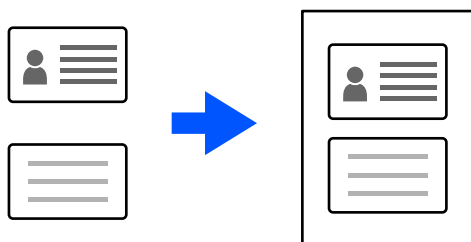
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original in the ADF or on the scanner glass, and then tap **Start Scanning**.

After scanning all of the originals, tap **Last Original** to save the image.

**ID Card:**

Use the scanner glass to scan the front and back of the ID card separately, then save them side by side as a single image.



**Note:**

*The scanned image is automatically cropped with a margin of approximately 3 mm (0.12 in.).*

Follow the steps below to scan the front and back sides in order.

[“Placing an ID Card” on page 59](#)

☐ Layout:

Select the layout to be used for the front and back sides when saving the image.

Clear All Settings

Resets the scan settings to their defaults.

## Save to USB Drive

### Scan to USB Drive Feature Work Flow

This section explains how to save scanned images to a USB drive connected to the scanner.

| Necessary Operations                    | Operation Location      | Explanations                                                                                                             |
|-----------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 1. Connect the USB drive to the scanner | Scanner                 | Insert a USB drive into the scanner's external interface USB port.<br><a href="#">“Inserting a USB Drive” on page 24</a> |
| 2. Scan from the control panel          | Scanner's control panel | Perform scanning from the control panel.<br><a href="#">“Saving to a USB Drive” on page 89</a>                           |

## Saving to a USB Drive

You can save the scanned image to a USB drive.

1. Place the original.

Example: For standard paper

[“Placing Standard Size Originals” on page 43](#)

2. Insert a USB drive into the scanner's external interface USB port.

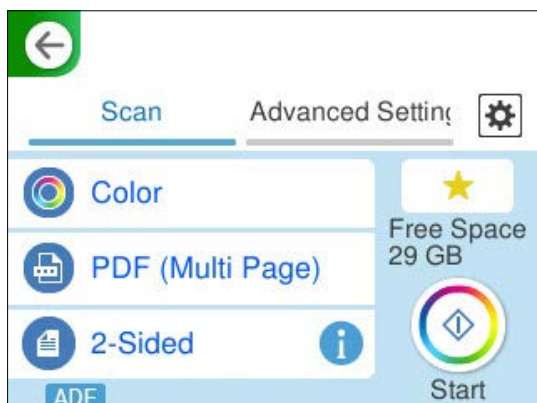
[“Inserting a USB Drive” on page 24](#)

3. Select **USB Drive** on the home screen on the control panel.

If the scanning menu screen is already displayed, go to the next step.

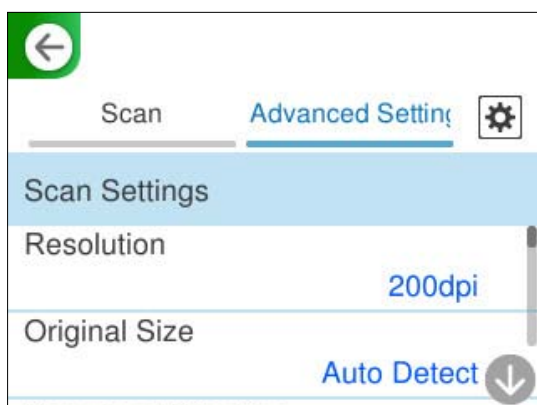
- Set items on **Scan** tab, such as the save format.

[“Setting Items for Scanning to a USB Drive” on page 90](#)



- Select the **Advanced Settings** tab, check the settings, and then change them if necessary.

[“Advanced Menu Options for Scanning to a USB Drive” on page 91](#)



- Select , check the **Scanner Settings**, and then change them if necessary.  
You can change the settings such as **Paper Protection**.
- Select the **Scan** tab again, and then tap .

**Note:**

Select  to save your settings as a preset.

Scanned images are saved in the destination USB drive.

### **Setting Items for Scanning to a USB Drive**

**Note:**

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

#### **Image Type:**

Select the color of the output image.

When you select the following, the scanner detects the color of the originals automatically and saves the images using the detected colors.

☐ Color/Grayscale/B&W

Converts the scanned image into 24-bit color, 8-bit gray, or monochrome (black and white binary). When this is selected, set the sensitivity to determine whether the original is grayscale or monochrome when scanning a non-color original.

☐ Color/Black & White:

Converts the scanned image into 24-bit color or monochrome (black and white binary).

☐ Color/Grayscale:

Converts the scanned image into 24-bit color or 8-bit gray.

The available image types may vary depending on the File Format you selected. See the following for more details.

[“Combinations for Available File Format and Image Type” on page 96](#)

**File Format:**

Select the format in which to save the scanned image.

When you want to save as PDF, PDF/A, or TIFF, select whether to save all originals as one file (multi-page) or save each original separately (single page).

☐ Compression Ratio:

Select how much to compress the scanned image.

☐ PDF Settings:

When you have selected PDF as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

**Scanning Side:**

Select the side of the original you want to scan when scanning from the ADF.

☐ Document Direction:

Select the orientation of the original.

☐ Binding(Original):

Select the binding direction of the original.

**Advanced Menu Options for Scanning to a USB Drive**

**Note:**

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

**Resolution:**

Select the scanning resolution.

See the following for details on the file resolutions that can be selected.

[“Available Resolutions” on page 98](#)

**Original Size:**

Select the size of the original you placed.

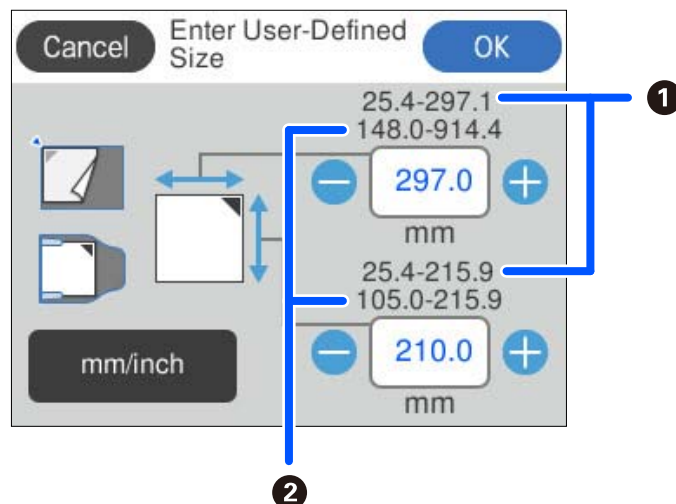
**Note:**

You can set a custom original size in **User Defined**.

The size of the original that you can define varies depending on the document source used to place the original. Enter the values based on the numbers displayed on the screen.

❶: When the original is placed on the scanner glass

❷: When the original is placed in the ADF



☐ Document Direction:

Select the orientation of the original.

☐ Crop Margins for Size "Auto":

Adjust the cropping area when selecting **Auto Detect**.

**Document Direction:**

Select the orientation of the original.

**Note:**

The **Document Direction** setting is synced with the **Scanning Side** and **Original Size** settings. If you change the setting in any of them, the change is applied to all of them.

**Text Enhancement:**

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.

☐ Emphasize light letters / Remove background:

You can set the level of correction between text and background. When you move the slider closer to **Emphasize light letters**, the light letters in the scanned image are emphasized. When you move the slider closer to **Remove background**, the background color, pattern, wrinkles, or offset in the scanned image is removed.

☐ Remove spot noise:

You can remove black dots in the background of the original that cannot be removed by lightening the background. You can adjust the level of the effect.

**Note:**

When you select this feature, it may also remove small dots as well as the black dots in the background.

**Rotation:**

Rotate the scanned image clockwise. Select the rotation angle depending on the original you want to scan.

**Density:**

Select the contrast of the scanned image.

**Remove Background:**

Remove the background color of the originals from the scanned image.

To use this feature, the background color of the originals should be the lightest color in the originals, and should be uniform. This feature is not applied correctly if there are patterns in the background, or there are text or illustrations which are a lighter color than the background.

**Remove Shadow:**

Remove the shadows of the original that appear in the scanned image.

☐ **Frame:**

Remove the shadows at the edge of the original.

**Correct Document Skew:**

Correct skew in the scanned image.

This feature may not be able to correct documents that have been over skewed.

**Skip Blank Pages:**

Select to skip any blank pages in the originals when scanning from the ADF.

If the result is not what you expected, adjust detection level.

**Note:**

*Some pages may be incorrectly skipped as blank pages.*

**Add Pages After Scanning:**

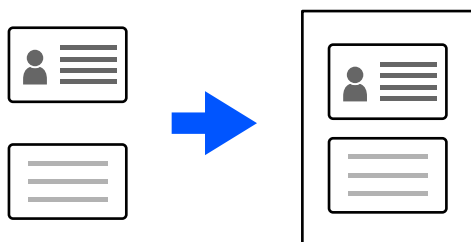
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original in the ADF or on the scanner glass, and then tap **Start Scanning**.

After scanning all of the originals, tap **Last Original** to save the image.

**ID Card:**

Use the scanner glass to scan the front and back of the ID card separately, then save them side by side as a single image.



**Note:**

*The scanned image is automatically cropped with a margin of approximately 3 mm (0.12 in.).*

Follow the steps below to scan the front and back sides in order.

[“Placing an ID Card” on page 59](#)

☐ Layout:

Select the layout to be used for the front and back sides when saving the image.

File Name:

☐ Filename Prefix:

Enter a prefix for the name of the images in alphanumeric characters and symbols.

☐ Add Date:

Add the date to the file name.

☐ Add Time:

Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

## Use WSD Functions

### Scan to WSD Work Flow

| Necessary Operations                                                                                                             | Operation Location   | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Connect the scanner and the computer to the network<br><br>(This is unnecessary if you connected to the network during setup) | Scanner and computer | Connect the scanner to the network using the installer.<br><br>Visit the following website and search for your model to access the installer.<br><br><a href="https://epson.com/support">https://epson.com/support</a> (U.S.)<br><a href="https://epson.ca/support">https://epson.ca/support</a> (Canada)<br><a href="https://latin.epson.com/support">https://latin.epson.com/support</a> (Latin America)<br><a href="https://epson.sn">https://epson.sn</a> > <b>Setup</b> (Other regions)<br><br>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) or wired LAN (Ethernet) and follow the on-screen instructions to connect to the network.<br><br><b>Note:</b><br><input type="checkbox"/> When you use the installer, the software is installed at the same time.<br><br><input type="checkbox"/> You can also set this manually. (for administrators)<br><br><a href="#">“Connecting the Scanner to the Network” on page 209</a> |

| Necessary Operations           | Operation Location      | Explanation                                                                                                                                                                                                                                                                                    |
|--------------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Scan from the control panel | Scanner's control panel | <p>Perform scanning from the control panel.</p> <p><a href="#">"Scanning Using WSD" on page 95</a></p> <p><b>Note:</b><br/>If the destination computer is not displayed, follow the steps below to add a WSD scanning device.</p> <p><a href="#">"Adding a WSD Scan Device" on page 95</a></p> |

## Adding a WSD Scan Device

Depending on your environment, you may need to add a WSD scan device on your computer.

The following procedure is an example for Windows 10. The procedure may differ depending on your environment.

1. Display the device list.  
Click the start button, and then select **Settings > Devices > Printers & scanners**.
2. Click **Add a printer or scanner**.
3. Select your scanner, and then click **Add device**.

**Note:**

If you do not know the device name of your scanner, you can check the name on the scanner's control panel.

Select **Settings > Network Settings > Network Status** on the scanner's control panel, and then select the active connection method status to check the **Device Name**.

The procedure is complete when the scanner is added to the list.

**Note:**

☐ You can change the WSD scan event. Click the scanner you added, and then click **Manage > Scanner properties > Properties > Events**.

☐ You can add a WSD scan device from the Windows Control Panel.

Select **Control Panel > Hardware and Sound > View devices and printers**, and then click **Add a device**.

## Scanning Using WSD

**Note:**

If a destination computer is not displayed, follow the steps below to add a WSD scan device.

["Adding a WSD Scan Device" on page 95](#)

1. Place the originals.
2. Select **WSD** on the home screen of the scanner's control panel.
3. Select a destination.
4. Tap .

- Follow the on-screen instructions when the **WSD Scan Device** screen is displayed on your computer.

## Combination of Features and Settings

### Combinations for Available File Format and Image Type

You can select the following image types according to the feature being used and the File Format in which they will be saved.

#### Scan to Computer Feature

Depends on the Document Capture Pro settings.

#### Scan to USB Drive Feature, Scan to Network Folder/FTP Feature

✓ : Can be selected. - : Cannot be selected.

| Image Type              | File Format |                                                                                    |                    |                   |
|-------------------------|-------------|------------------------------------------------------------------------------------|--------------------|-------------------|
|                         | JPEG        | PDF (Single Page)<br>PDF (Multi Page)<br>PDF/A (Single Page)<br>PDF/A (Multi Page) | TIFF (Single Page) | TIFF (Multi Page) |
| Color                   | ✓           | ✓                                                                                  | ✓                  | -                 |
| B&W                     | -           | ✓                                                                                  | ✓                  | ✓                 |
| Gray                    | ✓           | ✓                                                                                  | ✓                  | -                 |
| Color/<br>Grayscale/B&W | -           | ✓                                                                                  | ✓                  | -                 |
| Color/Black & White     | -           | ✓                                                                                  | ✓                  | -                 |
| Color/Grayscale         | ✓           | ✓                                                                                  | ✓                  | -                 |

#### Scan to Cloud Feature

✓ : Can be selected. - : Cannot be selected.

| Image Type              | File Format |                                       |                    |                   |
|-------------------------|-------------|---------------------------------------|--------------------|-------------------|
|                         | JPEG        | PDF (Single Page)<br>PDF (Multi Page) | TIFF (Single Page) | TIFF (Multi Page) |
| Color                   | ✓           | ✓                                     | -                  | -                 |
| B&W                     | -           | ✓                                     | -                  | -                 |
| Gray                    | ✓           | ✓                                     | -                  | -                 |
| Color/<br>Grayscale/B&W | -           | -                                     | -                  | -                 |

| Image Type          | File Format |                                       |                    |                   |
|---------------------|-------------|---------------------------------------|--------------------|-------------------|
|                     | JPEG        | PDF (Single Page)<br>PDF (Multi Page) | TIFF (Single Page) | TIFF (Multi Page) |
| Color/Black & White | -           | -                                     | -                  | -                 |
| Color/Grayscale     | ✓           | ✓                                     | -                  | -                 |

### Scan to Email Feature

✓ : Can be selected. - : Cannot be selected.

| Image Type              | File Format |                                                                                    |                    |                   |
|-------------------------|-------------|------------------------------------------------------------------------------------|--------------------|-------------------|
|                         | JPEG        | PDF (Single Page)<br>PDF (Multi Page)<br>PDF/A (Single Page)<br>PDF/A (Multi Page) | TIFF (Single Page) | TIFF (Multi Page) |
| Color                   | ✓           | ✓                                                                                  | -                  | -                 |
| B&W                     | -           | ✓                                                                                  | ✓                  | ✓                 |
| Gray                    | ✓           | ✓                                                                                  | -                  | -                 |
| Color/<br>Grayscale/B&W | -           | ✓                                                                                  | -                  | -                 |
| Color/Black & White     | -           | ✓                                                                                  | -                  | -                 |
| Color/Grayscale         | ✓           | ✓                                                                                  | -                  | -                 |

### File Sizes that can be Saved

The following file sizes can be saved.

| Features                           | Maximum Capacity                                                                                                                                                   |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scan to Computer Feature           | Depends on the amount of free space in the destination.                                                                                                            |
| Scan to USB Drive Feature          | Depends on the amount of free space in the destination.<br><a href="#">"USB Drive Specifications" on page 261</a>                                                  |
| Scan to Cloud Feature              | Depends on the amount of free storage space in the online service, or the maximum attachment file size that can be received by the email server.                   |
| Scan to Email Feature              | Depends on the amount of free space in the destination server.<br>You can set the maximum size for files attached to emails from 1 MB/2 MB/5 MB/10 MB/20 MB/30 MB. |
| Scan to Network Folder/FTP Feature | Depends on the amount of free space in the destination.                                                                                                            |

## Available Resolutions

Depending on the feature being used, the following resolutions are available.

The Scan to Computer feature depends on the Document Capture Pro settings.

✓ : Can be selected. - : Cannot be selected.

| Features                           | Available Resolutions |         |         |
|------------------------------------|-----------------------|---------|---------|
|                                    | 200 dpi               | 300 dpi | 600 dpi |
| Scan to USB Drive Feature          | ✓                     | ✓       | ✓       |
| Scan to Cloud Feature              | ✓                     | ✓       | -       |
| Scan to Email Feature              | ✓                     | ✓       | ✓       |
| Scan to Network Folder/FTP Feature | ✓                     | ✓       | ✓       |

## Scanning Using the Registered Contents in Presets

Scan using the contents registered in advance to your **Presets**.

- Use one of the following methods to load the **Presets**.
  - ☐ Select ★ on the Home screen on the control panel, and then select the registered preset from the list.
  - ☐ Select ★ on the Scan menu screen, select **Load Presets**, and then select the registered preset from the list.

**Note:**

*If you have enabled **Quick Send**, scanning starts immediately and the rest of the steps are skipped.*

- The name of the loaded preset is displayed. Check the name, and then select **Close**.
- Check the preset destinations and scan settings.
- Tap ◇.

### Related Information

➡ [“Registering Presets” on page 29](#)

## 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 control panel of a scanner, you can also execute the job from the control panel.

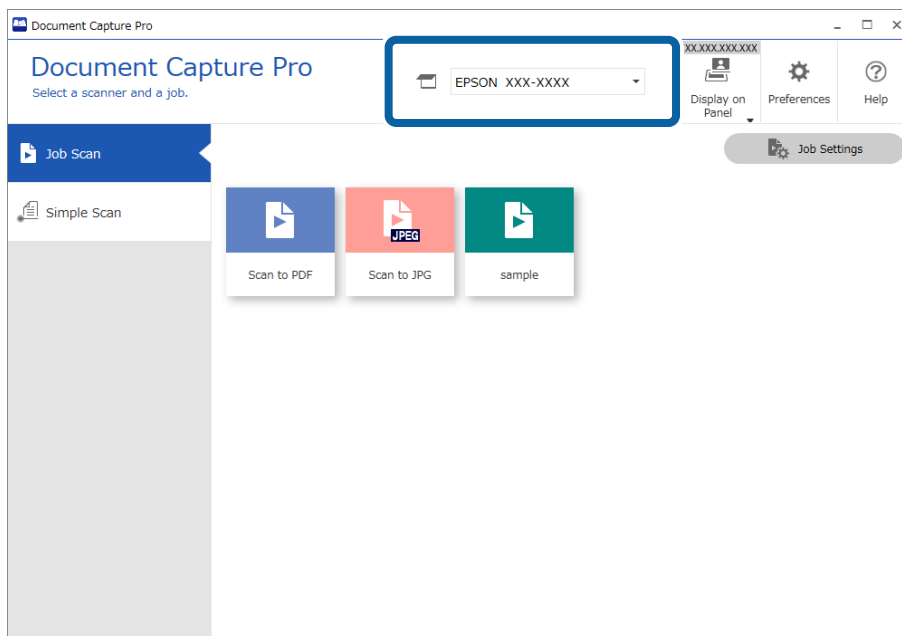
### Related Information

➡ [“Setting a Job” on page 117](#)

## Performing a Job Scan

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

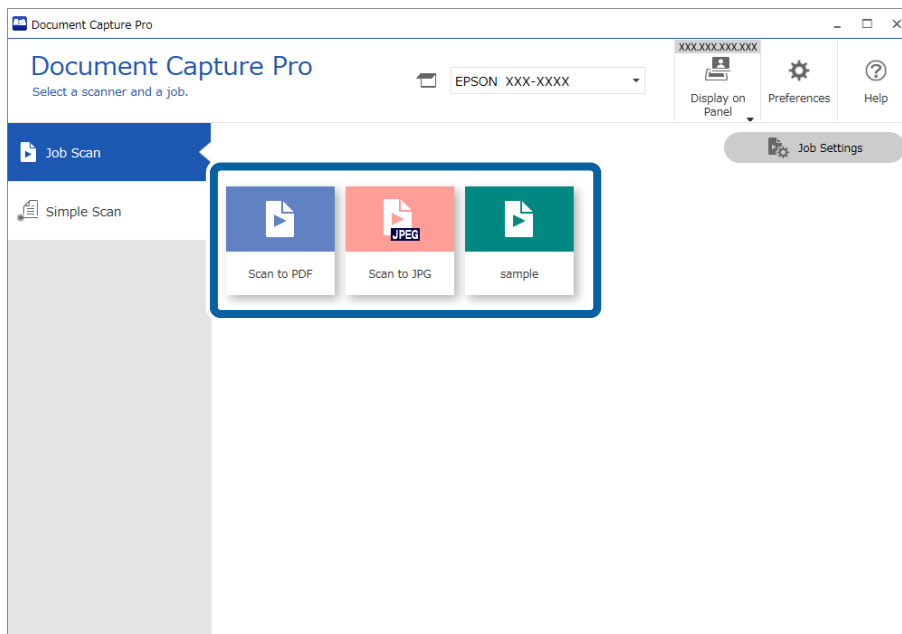
1. Select the scanner you want to use from the Document Capture Pro top screen. When you start the software it automatically connects to the last scanner you used.



**Note:**

If this computer is not displayed on the scanner's control panel or takes a long time to appear, press the  (Display on Panel) button at the top right, and then select **Display your computer on the scanner**.

2. Click the **Job Scan** tab, and then click the icon of the job you want to perform.

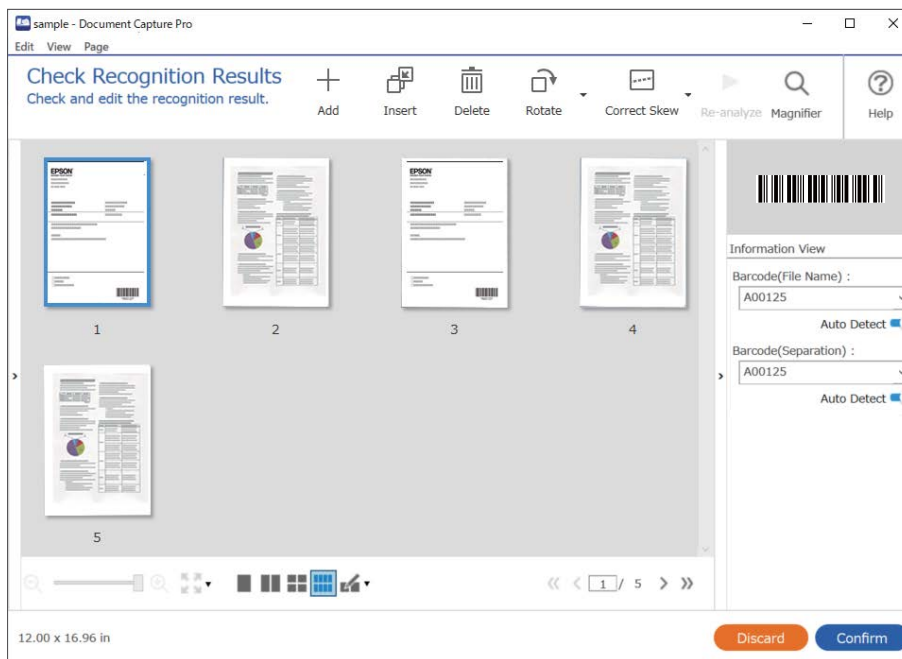


The selected job is performed.

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

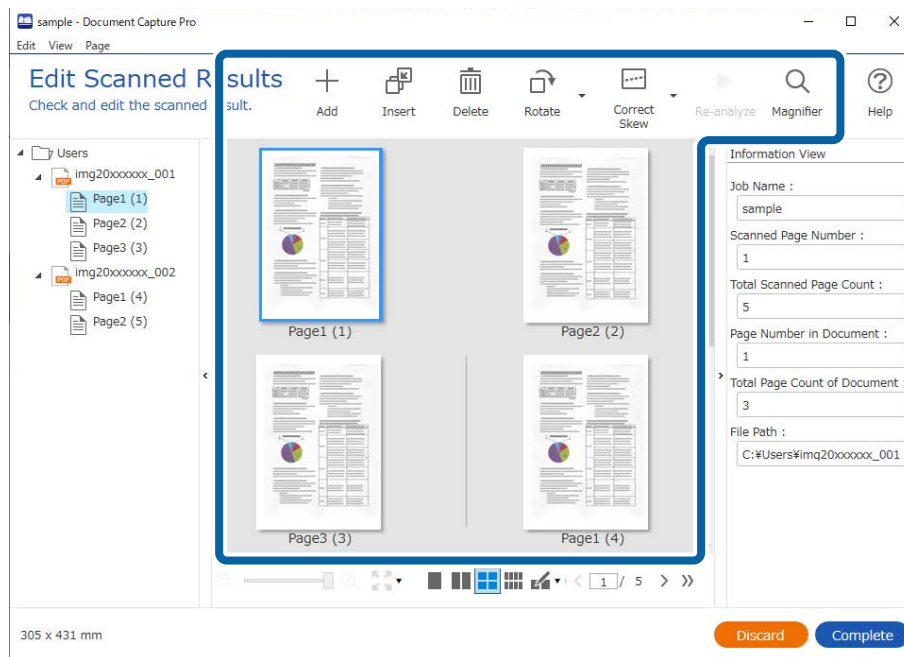


4. For jobs for which **Show Edit Page dialog before saving** has been selected in the Scan Settings, check the scan results on the **Edit Scanned Results** screen after scanning, and then make edits as necessary.

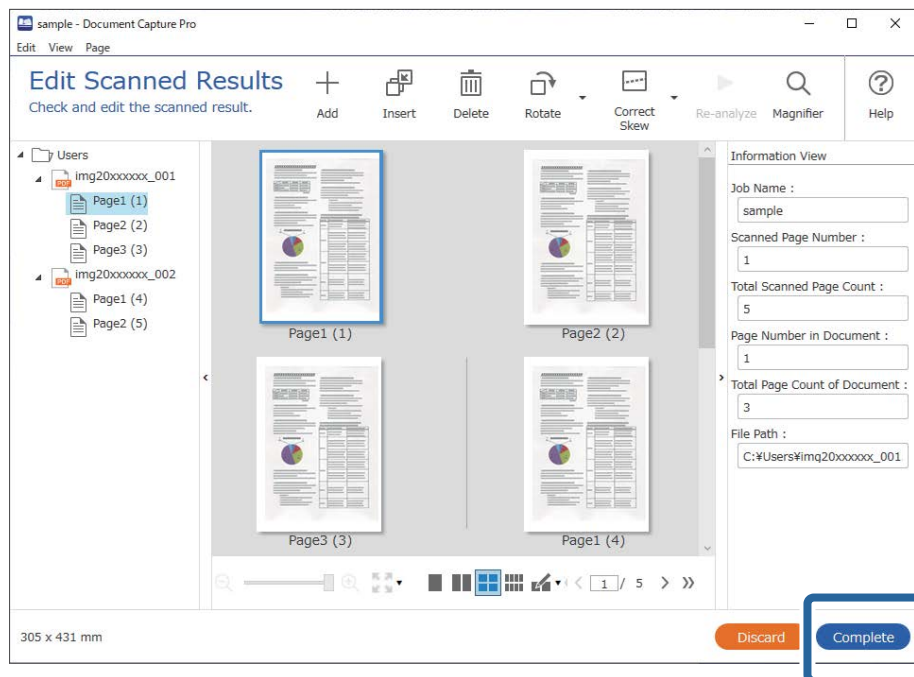
You can check and edit the following on the **Edit Scanned Results** screen.

- ☐ Results of separation
- ☐ Scanned images

## Index data



5. Click **Complete** to finish performing the Job Scan.



## What is a Simple Scan?

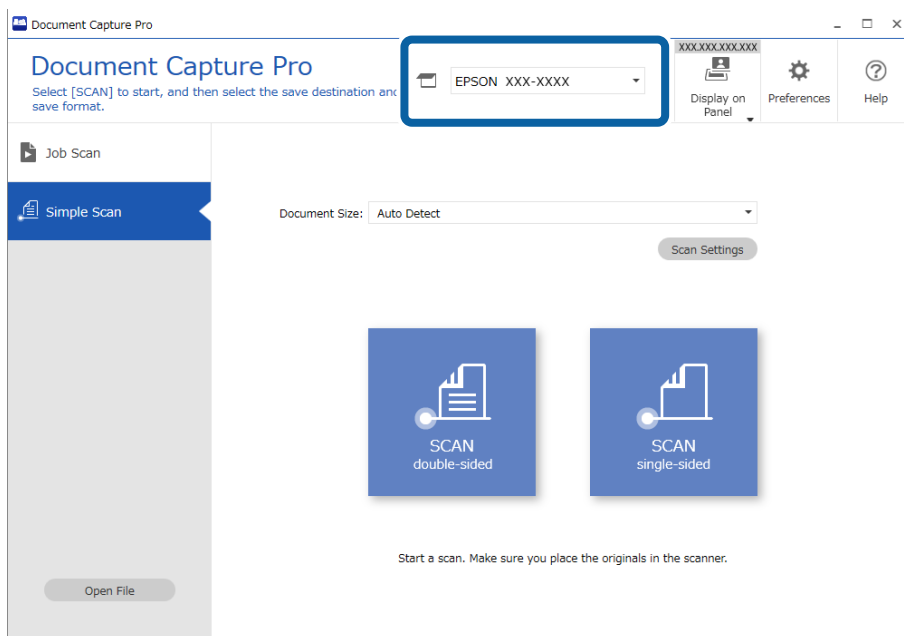
You can scan documents without creating a job. Check the results after scanning, and then save or set the destination.

By assigning Simple Scan Settings to the control panel of a scanner, you can also execute the Simple Scan from the control panel.

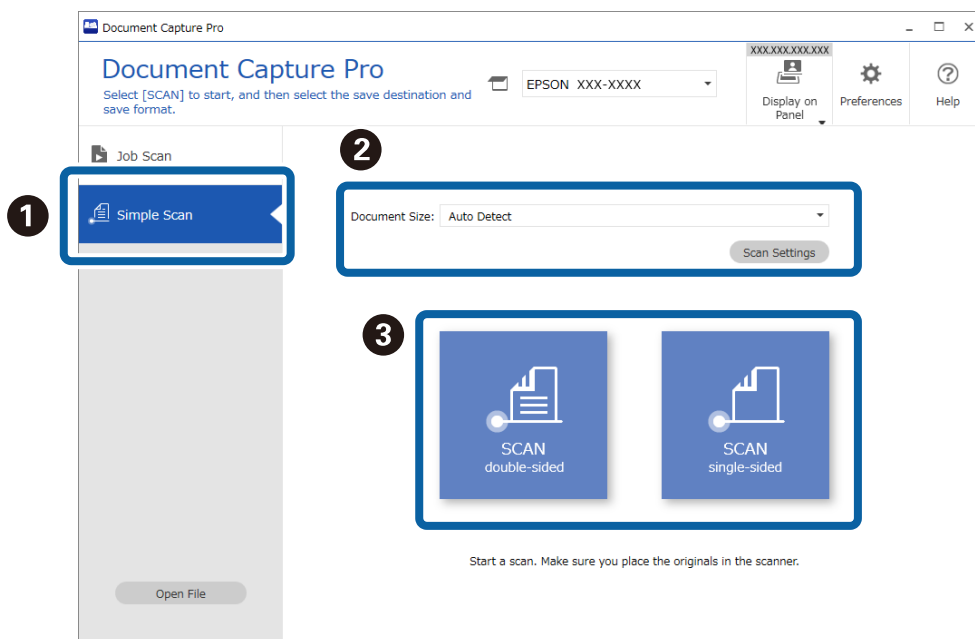
## Performing a Simple Scan

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.

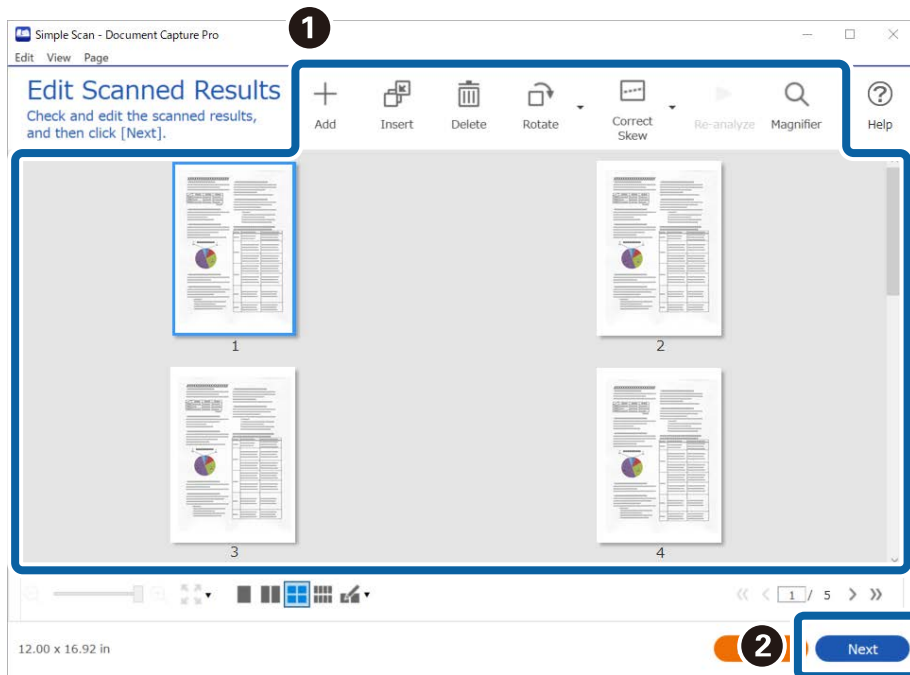


**Note:**

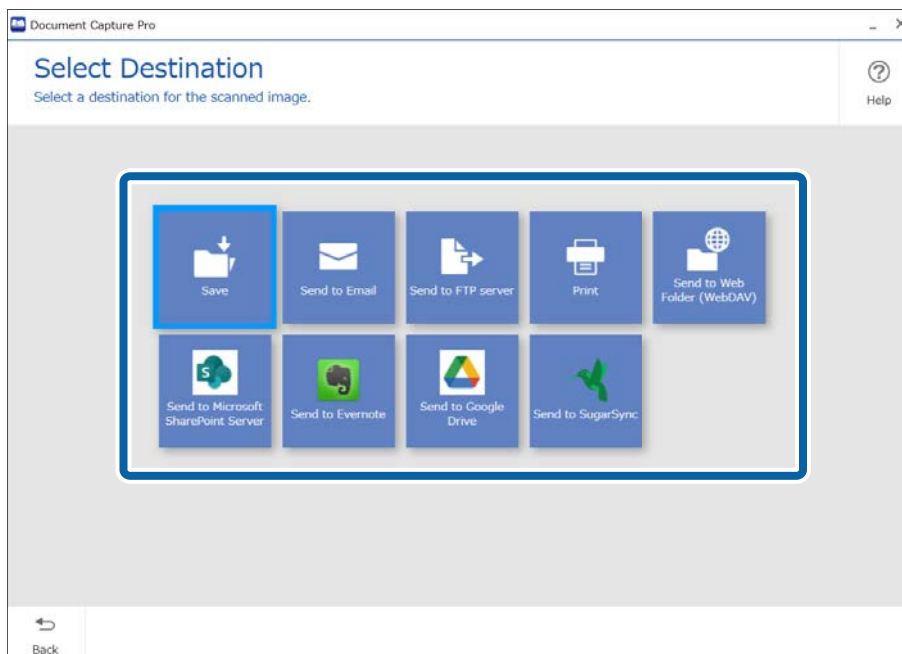
Click **Scan Settings** to set the resolution. You can make more detailed settings from Epson Scan 2.

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.

The screenshot shows the 'Destination Settings' window in Document Capture Pro. The window title is 'Document Capture Pro'. The main heading is 'Destination Settings' with a subtitle 'Save the scanned image to a specified folder.' and a 'Help' icon. A blue box highlights the settings area. Inside, there are three rows: 'File Name:' with a text field containing 'Img\_20xxxxxx\_001' and a '.pdf' suffix; 'File Type:' with a dropdown menu showing 'PDF' and an 'Option' button; and 'Save in:' with a text field showing 'C:\Users' and a 'Browse...' button. At the bottom, there is a 'Back' button with a left arrow, and two buttons: 'Discard' (orange) and 'Complete' (blue).

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.

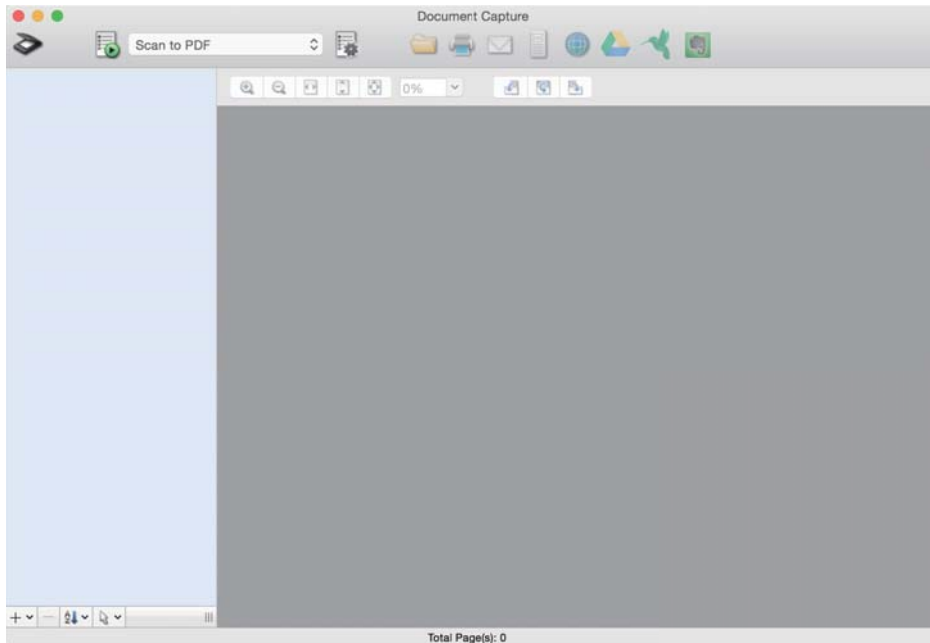
See the Document Capture help for details on the features.

**Note:**

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

1. Start Document Capture.

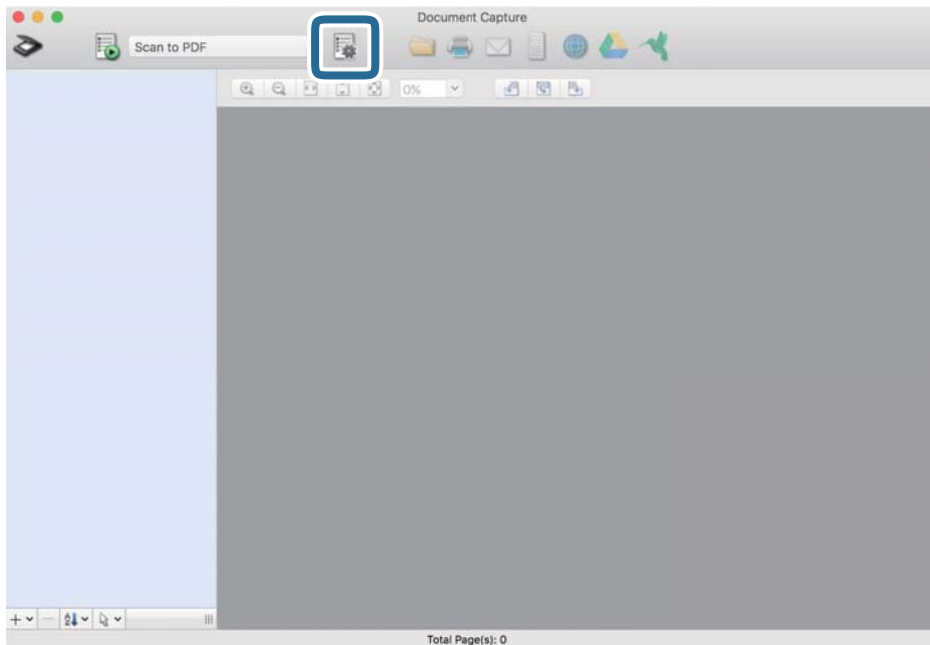
Select **Finder** > **Go** > **Applications** > **Epson Software** > **Document Capture**.



**Note:**

*You may need to select the scanner you want to use from the scanners list.*

2. Click .

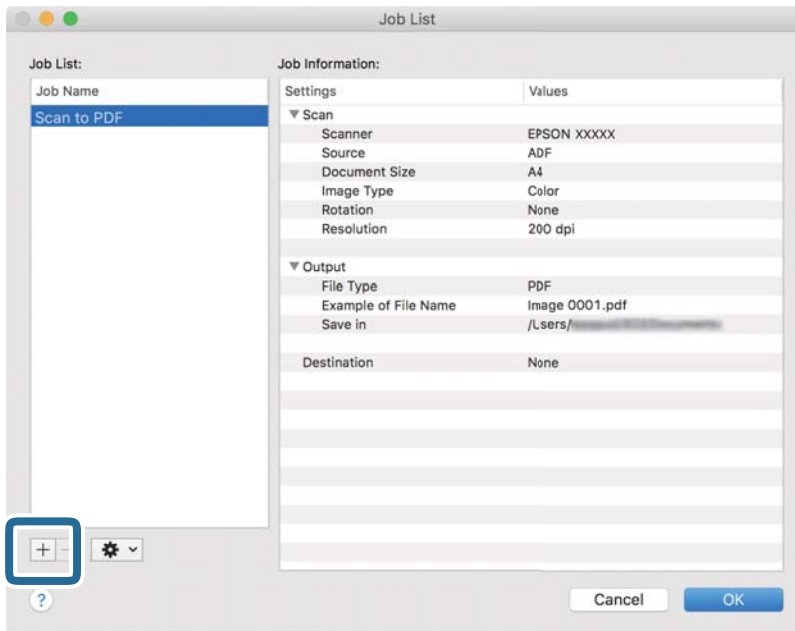


The **Job List** screen is displayed.

**Note:**

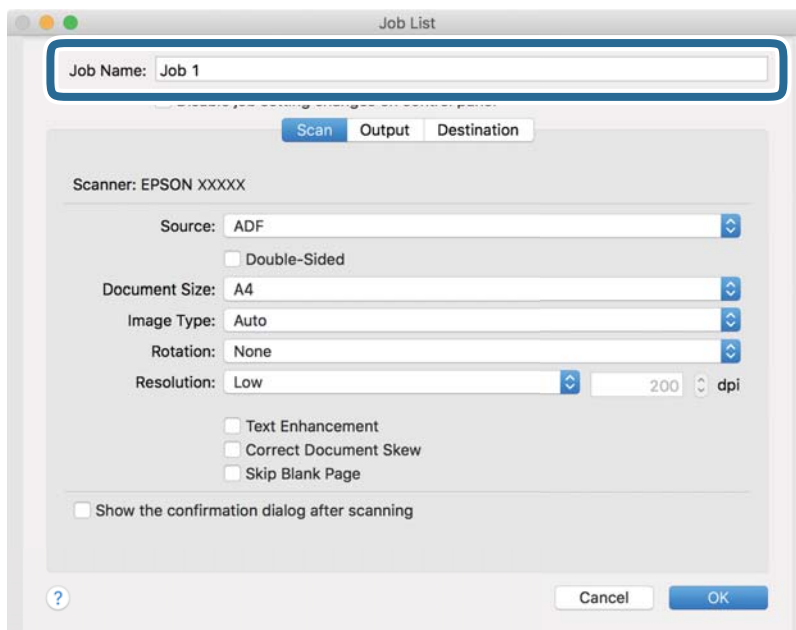
*A preset job is available that allows you to save scanned images as a PDF. When using this job, skip this procedure and go to procedure 10.*

3. Click the + icon.

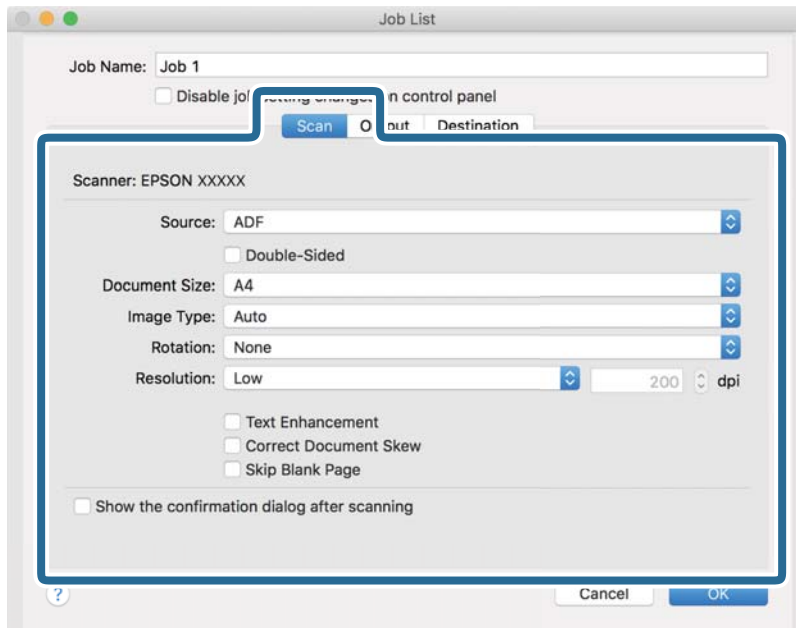


The job setting screen is displayed.

4. Set the **Job Name**.



5. Make scanning settings on the **Scan** tab.



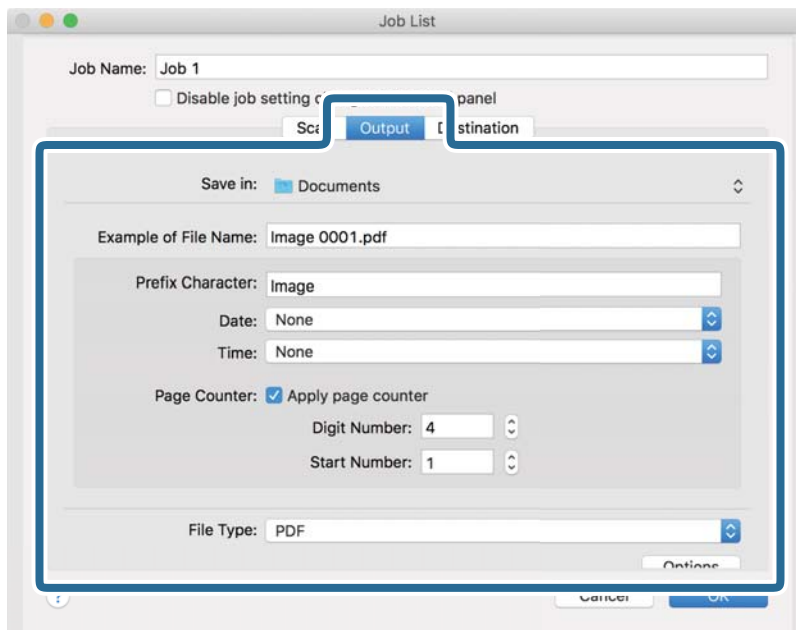
- ☐ **Source:** Select the source where the original is placed. Select double-sided to scan both sides of the originals.
- ☐ **Document Size:** Select the size of the original you placed.
- ☐ **Image Type:** Select the color you want to use to save the scanned image.
- ☐ **Rotation:** Select the rotation 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.

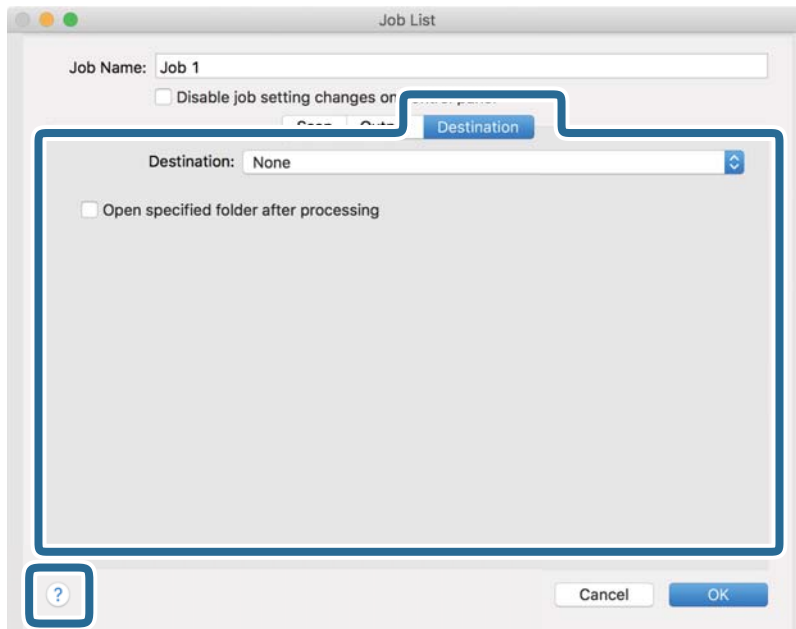
6. Click **Output**, and then make the output settings.



- ☐ **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.

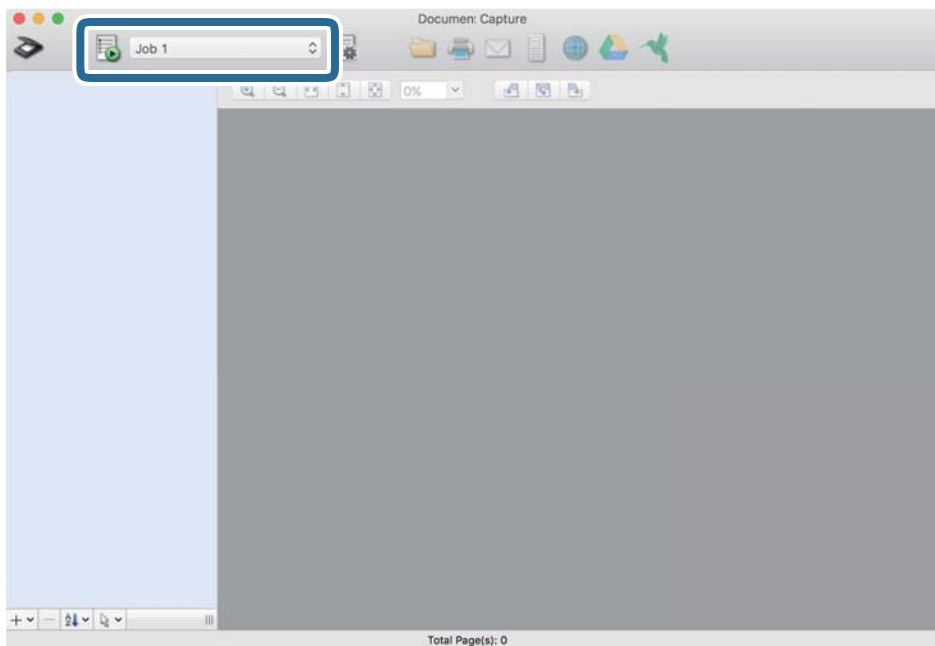


**Note:**

- ☐ 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:**

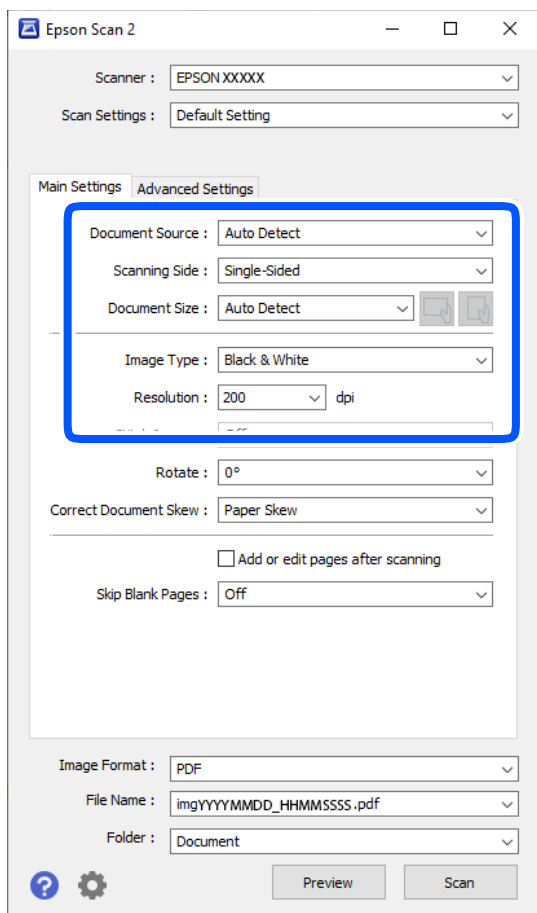
You can scan the originals and send the scanned image without using the job. Click  and make scanning settings, and then click **Preview Scan**. Next, click the destination to which you want to send the scanned image.

## 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.

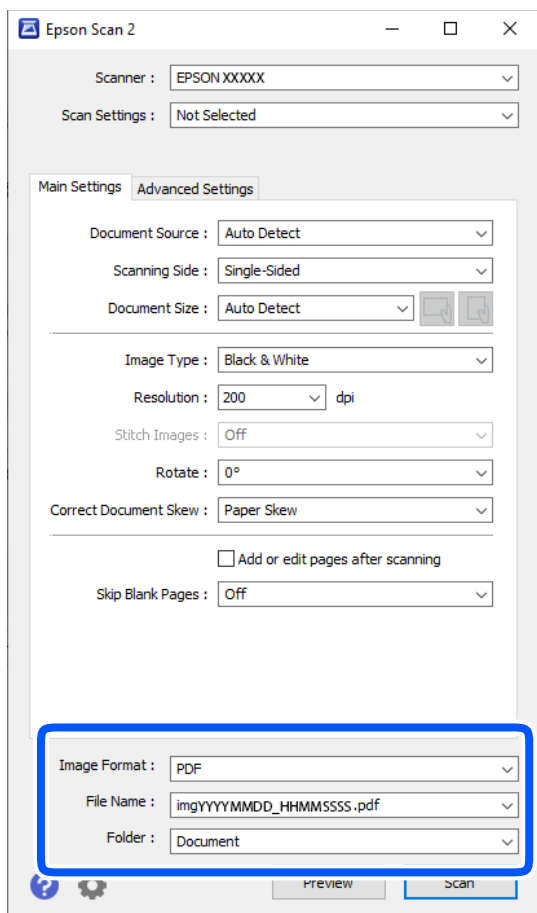
When you perform a preview using the ADF, the original is ejected from the ADF. Place the ejected original again.

- ☐ 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 tapping  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<br>Sending by email                                  | Up to 200 dpi          |
| Using Optical Character Recognition (OCR)<br>Creating a text searchable PDF | 200 to 300 dpi         |
| Printing using a printer<br>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.*

## Using AirPrint

AirPrint enables instant scanning from a Mac without the need to install drivers or download software.



1. Load your originals.
2. Connect the product to the same network that your Mac is connected to, or connect the product to your Mac with a USB cable.
3. On the **System Preferences** screen on your Mac, click **Printers & Scanners**.
4. Select your scanner from the list, then click **Open Scanner**.
5. Select scan settings as needed, then start scanning.

**Note:**

*For details, see the macOS User Guide.*

## Scanning Using Chromebook

You can scan using a Chromebook.

1. Place the originals.
2. Connect the scanner to the network that your Chromebook is connected to, or connect the scanner to your Chromebook using a USB cable.
3. Open the Scan app on your Chromebook.  
Select the time in the bottom-right of the screen > **Settings** button > **Advanced** > **Print and scan** > **Scan**.
4. Select your scanner, and then set other items if necessary.
5. Scan from your Chromebook with your scanner.

**Note:**

*For more details, check <https://www.google.com/chromebook/>.*

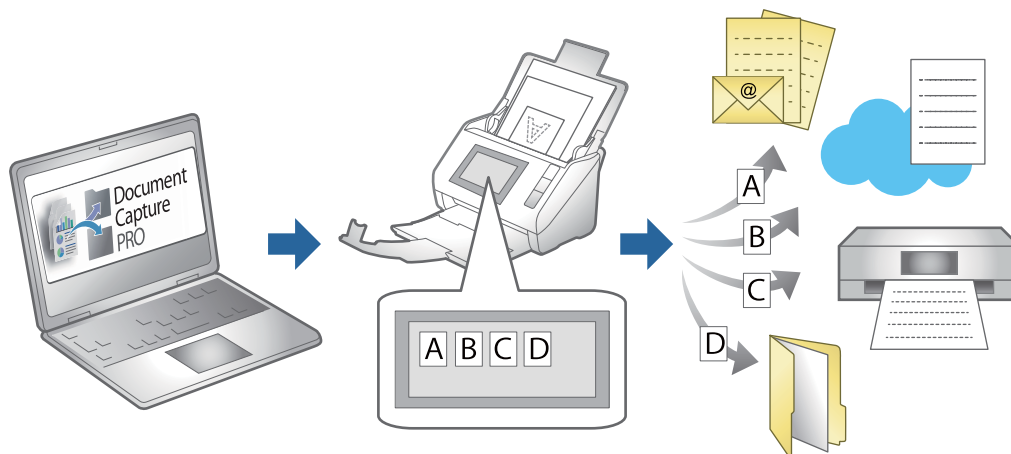
## Setting a Job

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.

**Note:**

You can set the registered job as **Preset**s on the scanner's control panel. This is available only for computers connected over a network.



## 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 on the main window.  
The **Job List** window is displayed.
3. Click the  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.

---

## Scanning from a Smart Device

### Scanning Using Epson Smart Panel

To scan from your smart device, search for and install Epson Smart Panel from App Store or Google Play.

**Note:**

*Connect the scanner to the smart device before scanning.*

1. Place the original.
2. Start Epson Smart Panel.
3. Follow the on-screen instructions to scan.

**Note:**

*If the size of your original does not appear in the list, select **Auto**.*

The scanned image is saved to your smart device, send to cloud service, or send to email.

## Scanning Using Mopria Scan

Mopria Scan enables instant network scanning from Android smart phones or tablets.



1. Install Mopria Scan from Google Play.
2. Place the originals.
3. Set up your scanner for network scanning. See the link below.  
    [“Connecting the Scanner to the Network” on page 209](#)
4. Connect your Android device over a wireless connection (Wi-Fi) to the same network that your scanner is using.
5. Scan from your device with your scanner.

**Note:**

For more details, access the Mopria Web site at <https://mopria.org>.

# Required Settings for Scanning

|                                                                            |     |
|----------------------------------------------------------------------------|-----|
| Connecting the Scanner to the Network. . . . .                             | 121 |
| Making Wi-Fi Settings from the Control Panel. . . . .                      | 121 |
| Setting Up Scanning from the Control Panel (the Scan to Features). . . . . | 121 |
| Creating a Network Folder. . . . .                                         | 122 |
| Registering an Email Server. . . . .                                       | 128 |
| Registering Destinations to Contacts. . . . .                              | 131 |
| Setting Up AirPrint. . . . .                                               | 140 |
| Registering User-defined Sizes in Web Config. . . . .                      | 140 |

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## Connecting the Scanner to the Network

If the scanner is not connected to the network, use the installer to connect the scanner to the network.

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)\*

\*You can view the operating instructions in the Web Video Manuals. Access the following URL.

<https://support.epson.net/publist/vlink.php?code=NPD7509>

You can make network settings manually from the control panel without using the installer. See the following.

[“Before Making Network Connection” on page 209](#)

[“Assigning the IP Address” on page 211](#)

[“Connecting to Ethernet” on page 212](#)

[“Connecting to the Wireless LAN \(Wi-Fi\)” on page 213](#)

### Related Information

➔ [“Checking the Network Connection Status” on page 205](#)

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## Making Wi-Fi Settings from the Control Panel

You can make network settings from the scanner's control panel in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can make settings manually.

If the wireless router supports WPS, you can make settings by using push button setup.

After connecting the scanner to the network, connect to the scanner from the device that you want to use (computer, smart device, tablet, and so on.)

### Related Information

➔ [“Making Wi-Fi Settings by Entering the SSID and Password” on page 213](#)

➔ [“Making Wi-Fi Settings by Push Button Setup \(WPS\)” on page 214](#)

➔ [“Making Wi-Fi Settings by PIN Code Setup \(WPS\)” on page 215](#)

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## Setting Up Scanning from the Control Panel (the Scan to Features)

You need to make several settings in advance to use the Scan to features.

See the following for the work flow to set up each feature.

[“Scan to Computer Feature Work Flow” on page 67](#)

[“Scan to USB Drive Feature Work Flow” on page 89](#)

[“Scan to Cloud Feature Work Flow” on page 83](#)

[“Scan to Email Feature Work Flow” on page 76](#)

[“Scan to Network Folder/FTP Feature Work Flow” on page 69](#)

[“Scan to WSD Work Flow” on page 94](#)

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## Creating a Network Folder

Create a network folder on your computer. The computer must be connected to the same network as the scanner.

The method to set the network folder varies depending on the environment. This is an example of creating a network folder on the desktop of a computer under the following environment.

- ☐ Operating system: Windows 10
- ☐ Location for creating shared folder: Desktop
- ☐ Folder path: C:\Users\xxxx\Desktop\scan\_folder (create a network folder called "scan\_folder" on the desktop)

1. Log in to the computer on which you want to create the network folder with a user account that has administrator authority.

**Note:**

*If you do not know which user account has administrator authority, check with your computer administrator.*

2. Make sure that the device name (computer name) does not contain double-byte characters. Click the Windows Start button, and then select  **Settings > System > About**.

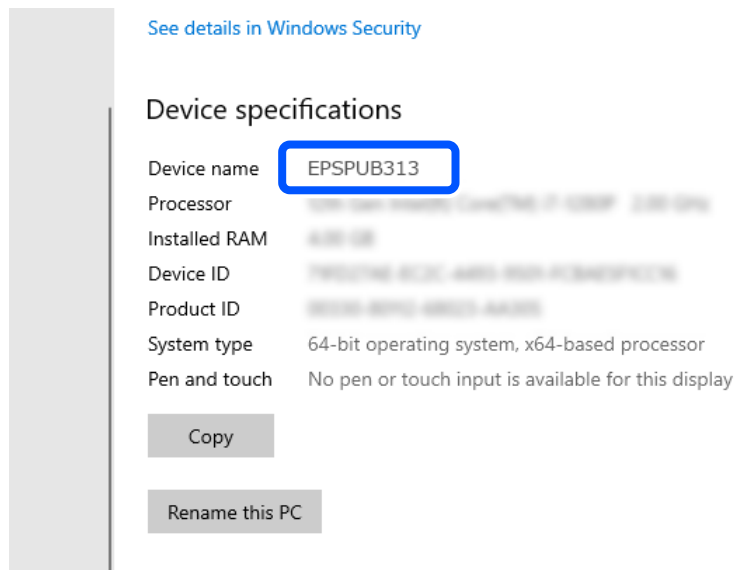
**Note:**

*If there are double-byte characters in the device name, file saving may fail.*

3. Check that the string displayed in **Device Specifications > Device Name** does not contain any double-byte characters.

There should be no issues if the device name contains only single-byte characters. Close the screen.

Example: EPSPUB313



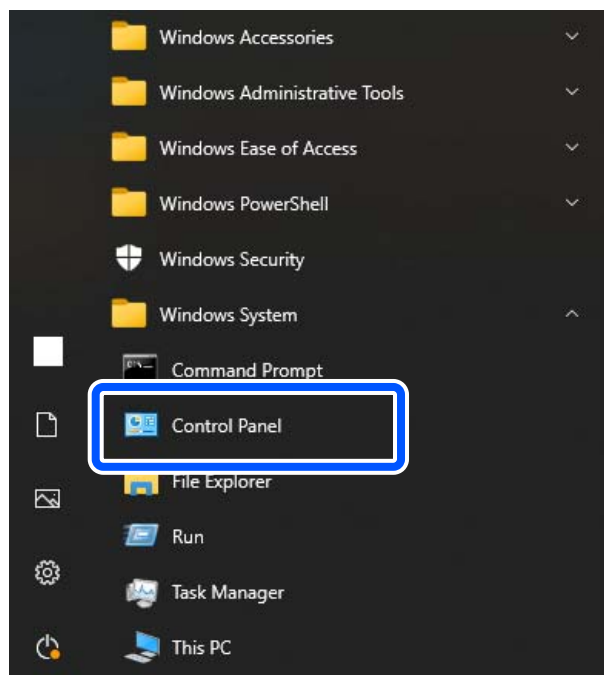
**Important:**

*If the device name contains double-byte characters, use a computer that does not use double-byte characters or rename the device.*

*If you need to change the device name, make sure you check with your computer administrator in advance as it may affect computer management and access to resources.*

Next, check your computer settings.

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



5. On the Control Panel, click **Network and Internet > Network and Sharing Center > Change advanced sharing settings**.

The network profile is displayed.

6. Make sure that **Turn on file and printer sharing** is selected under **File and Printer Sharing** for the network profile (current profile).

If already selected, click **Cancel** and close the window.

When you change the settings, click **Save Changes** and close the window.

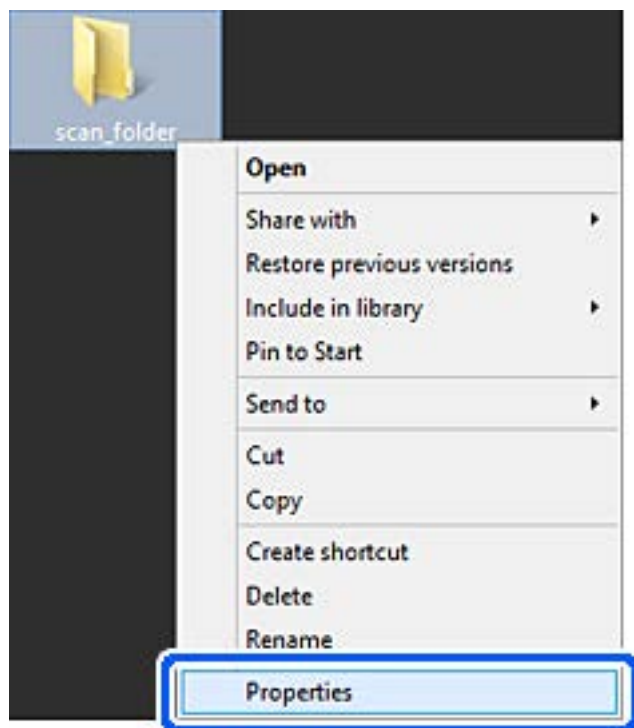
Next, create a network folder.

7. Create and name a folder on your desktop.

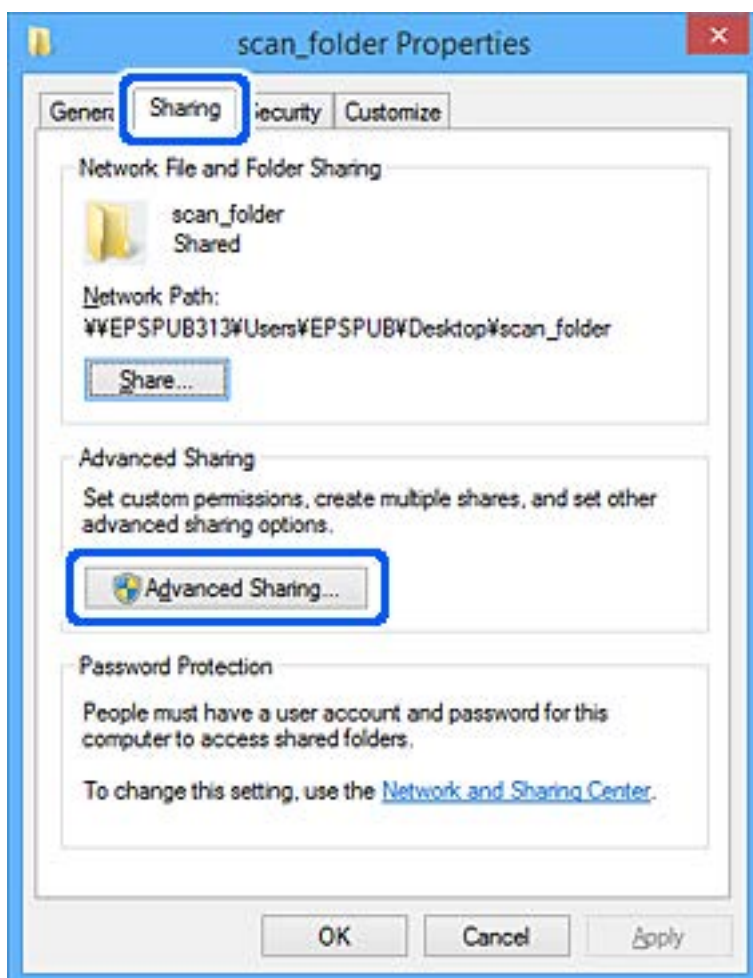
For the folder name, enter within 1 to 12 alphanumeric characters. If the name exceeds 12 characters, you may not be able to access the folder depending on your environment.

Example: scan\_folder

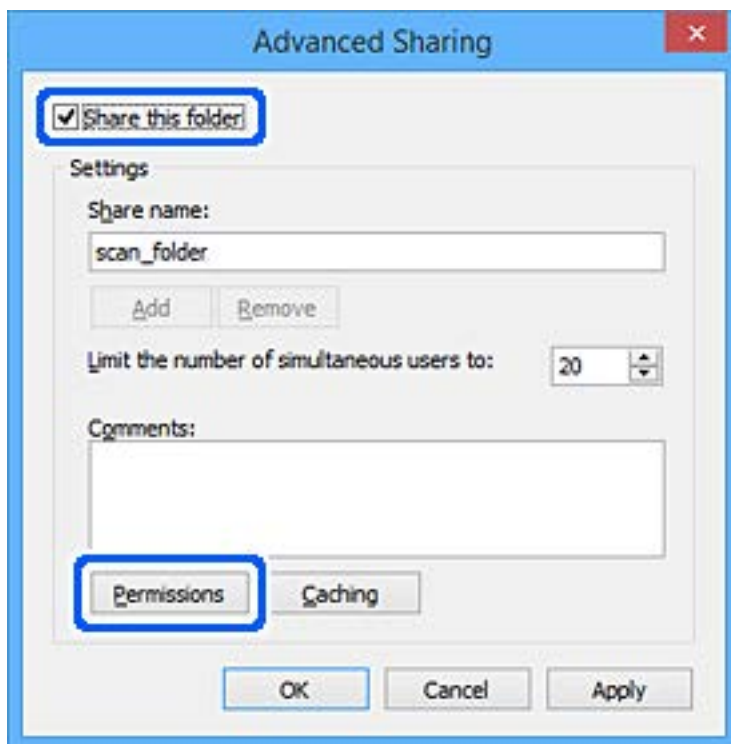
8. Right click the folder, and then select **Properties**.



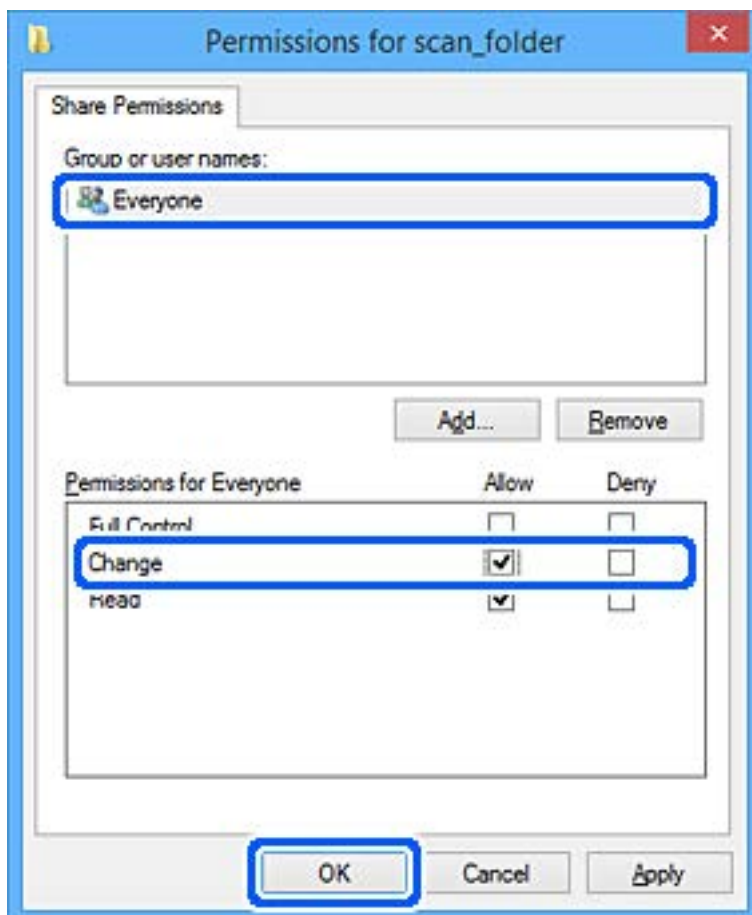
9. Click **Advanced Sharing** on the **Sharing** tab.



10. Select **Share this folder**, and then click **Permissions**.



11. Select **Everyone** in **Group or user names**, select **Allow** from **Change**, and then click **OK**.

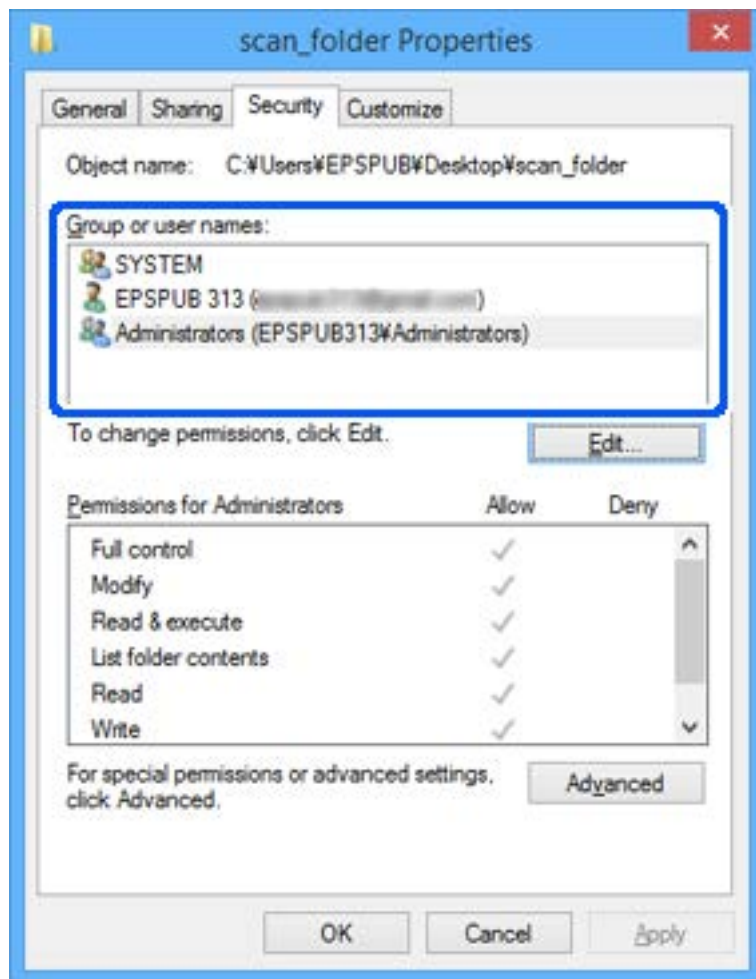


- Click **OK** to close the screen and return to the Properties window.

**Note:**

You can check which groups or users have access to the network folder on the **Security** tab > **Group or user names**.

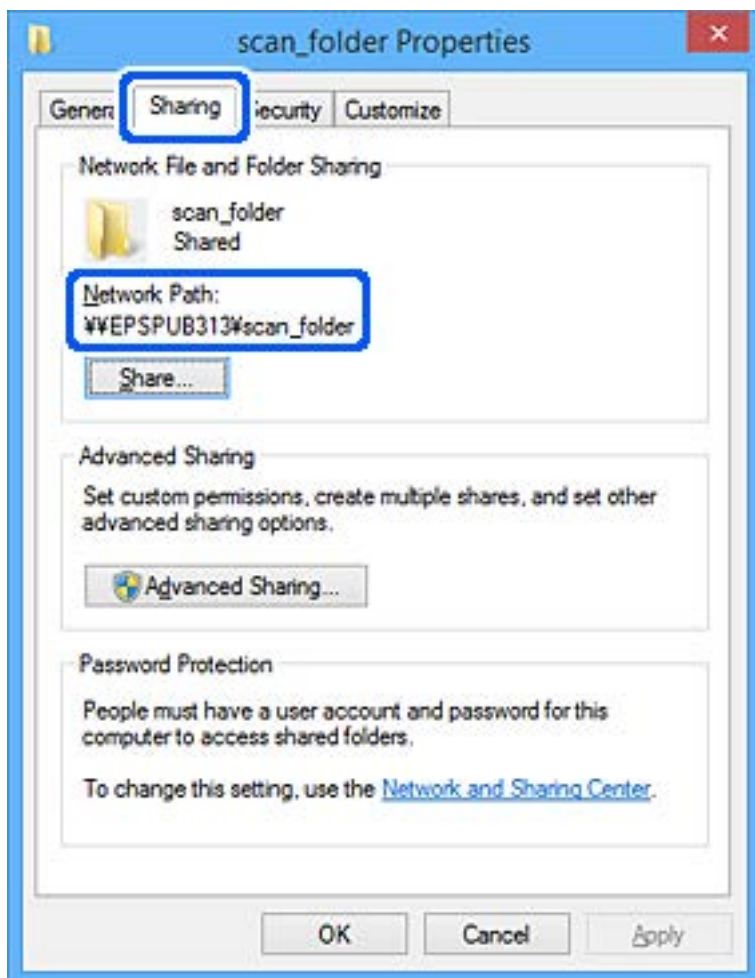
Example: When the user logged on to the computer as well as Administrators can access the network folder



- Select the **Sharing** tab.

The network path for the network folder is displayed. This is used when registering to your contacts for the scanner. Please write it down.

Example: \\EPSPUB313\\scan\_folder



14. Click **Close** or **OK** to close the window.

This completes creating a network folder.

Click the link below for more details on using the "Scan to Network Folder/FTP" feature.

["Scan to Network Folder/FTP Feature Work Flow" on page 69](#)

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## Registering an Email Server

Check the following before configuring the email server.

- ☐ The scanner is connected to the network
- ☐ Setup information for email server

When you are using an Internet based email server, check the setting information from the provider or website.

**Note:**

You can send scanned images by email through Epson's cloud service, Epson Connect, without having to setup an email server. For more details, see the Scan to Cloud feature.

["Scan to Cloud Feature Work Flow" on page 83](#)

### How to Register

Access Web Config, select the **Network** tab > **Email Server** > **Basic**.

[“How to Run Web Config in a Web Browser” on page 35](#)

You can also make settings on the scanner's control panel. Select **Settings** > **Network Settings** > **Advanced** > **Email Server** > **Server Settings**.

### Email Server Setting Items

| Item                                     | Settings and Explanation                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                      |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Authentication Method                    | Specify the authentication method for the scanner to access the mail server.                                                                                                                                                                                                                                                                                                                            |                                                                                                                      |
|                                          | Off                                                                                                                                                                                                                                                                                                                                                                                                     | Authentication is disabled when communicating with a mail server.                                                    |
|                                          | SMTP AUTH                                                                                                                                                                                                                                                                                                                                                                                               | The email server needs to support SMTP authentication.                                                               |
|                                          | POP before SMTP                                                                                                                                                                                                                                                                                                                                                                                         | When you select this item, set a POP3 server.                                                                        |
| Authenticated Account                    | If you select <b>SMTP AUTH</b> or <b>POP before SMTP</b> as the <b>Authentication Method</b> , enter the authenticated account name. Enter within 0 to 255 characters in ASCII (0x20 - 0x7E).                                                                                                                                                                                                           |                                                                                                                      |
| Authenticated Password                   | If you select <b>SMTP AUTH</b> or <b>POP before SMTP</b> as the <b>Authentication Method</b> , enter the authenticated password. Enter between 0 and 20 characters in ASCII (0x20-0x7E).                                                                                                                                                                                                                |                                                                                                                      |
| Sender's Email Address                   | Set the email address that will be used to send emails from the scanner. Although you can use an existing email address, we recommend that you acquire and set up a dedicated email address so that it can be distinguished from emails sent from the scanner.<br><br>Enter within 0 to 255 characters in ASCII (0x20 - 0x7E) except for : ( ) < > [ ] ; ¥. A period "." cannot be the first character. |                                                                                                                      |
| SMTP Server Address                      | Enter between 0 and 255 characters using A-Z a-z 0-9 . - . You can use IPv4 or FQDN format.                                                                                                                                                                                                                                                                                                             |                                                                                                                      |
| SMTP Server Port Number                  | Enter a number between 1 and 65535.                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                      |
| Secure Connection                        | Specify the secure connection method for the email server.                                                                                                                                                                                                                                                                                                                                              |                                                                                                                      |
|                                          | None                                                                                                                                                                                                                                                                                                                                                                                                    | If you select <b>POP before SMTP</b> in <b>Authentication Method</b> , the connection method is set to <b>None</b> . |
|                                          | SSL/TLS                                                                                                                                                                                                                                                                                                                                                                                                 | This is available when <b>Authentication Method</b> is set to <b>Off</b> or <b>SMTP AUTH</b> .                       |
|                                          | STARTTLS                                                                                                                                                                                                                                                                                                                                                                                                | This is available when <b>Authentication Method</b> is set to <b>Off</b> or <b>SMTP AUTH</b> .                       |
| Certificate Validation (Web Config only) | The certificate is validated when this is enabled. We recommend setting this to <b>Enable</b> when <b>Secure Connection</b> is set to anything other than <b>None</b> .                                                                                                                                                                                                                                 |                                                                                                                      |
| POP3 Server Address                      | If you select <b>POP before SMTP</b> as the <b>Authentication Method</b> , enter the server address of the POP3 server. You can enter between 0 and 255 characters using A-Z a-z 0-9. You can use IPv4 or FQDN format.                                                                                                                                                                                  |                                                                                                                      |
| POP3 Server Port Number                  | Set when you select <b>POP before SMTP</b> in <b>Authentication Method</b> . Enter a number between 1 and 65535.                                                                                                                                                                                                                                                                                        |                                                                                                                      |

Click the link below for more details on using the "Scan to Email" feature.

[“Scan to Email Feature Work Flow” on page 76](#)

## Checking an Email Server Connection

1. Select the connection test menu.

☐ **When setting up from Web Config:**

Select the **Network** tab > **Email Server** > **Connection Test** > **Start**.

☐ **When setting from the control panel:**

Select **Settings** > **Network Settings** > **Advanced** > **Email Server** > **Connection Check**.

The connection test to the mail server is started.

2. Check the test results.

☐ The test is successful when the message **Connection test was successful.** is displayed.

☐ If an error is displayed, follow the instructions in the message to clear the error.

[“Mail Server Connection Test References” on page 130](#)

Click the link below for more details on using the "Scan to Email" feature.

[“Scan to Email Feature Work Flow” on page 76](#)

## Mail Server Connection Test References

| Message                                                                                                                             | Cause                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SMTP server communication error.<br>Check the following. - Network Settings                                                         | This message appears when <ul style="list-style-type: none"> <li><input type="checkbox"/> The scanner is not connected to a network</li> <li><input type="checkbox"/> SMTP server is down</li> <li><input type="checkbox"/> Network connection is disconnected while communicating</li> <li><input type="checkbox"/> Received incomplete data</li> </ul> |
| POP3 server communication error.<br>Check the following. - Network Settings                                                         | This message appears when <ul style="list-style-type: none"> <li><input type="checkbox"/> The scanner is not connected to a network</li> <li><input type="checkbox"/> POP3 server is down</li> <li><input type="checkbox"/> Network connection is disconnected while communicating</li> <li><input type="checkbox"/> Received incomplete data</li> </ul> |
| An error occurred while connecting to SMTP server. Check the followings. - SMTP Server Address - DNS Server                         | This message appears when <ul style="list-style-type: none"> <li><input type="checkbox"/> Connecting to a DNS server failed</li> <li><input type="checkbox"/> Name resolution for an SMTP server failed</li> </ul>                                                                                                                                       |
| An error occurred while connecting to POP3 server. Check the followings. - POP3 Server Address - DNS Server                         | This message appears when <ul style="list-style-type: none"> <li><input type="checkbox"/> Connecting to a DNS server failed</li> <li><input type="checkbox"/> Name resolution for a POP3 server failed</li> </ul>                                                                                                                                        |
| SMTP server authentication error.<br>Check the followings. - Authentication Method - Authenticated Account - Authenticated Password | This message appears when SMTP server authentication failed.                                                                                                                                                                                                                                                                                             |

| Message                                                                                                                             | Cause                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POP3 server authentication error.<br>Check the followings. - Authentication Method - Authenticated Account - Authenticated Password | This message appears when POP3 server authentication failed.                                                                                                             |
| Unsupported communication method.<br>Check the followings. - SMTP Server Address - SMTP Server Port Number                          | This message appears when you try to communicate with unsupported protocols.                                                                                             |
| Connection to SMTP server failed.<br>Change Secure Connection to None.                                                              | This message appears when an SMTP mismatch occurs between a server and a client, or when the server does not support SMTP secure connection (SSL connection).            |
| Connection to SMTP server failed.<br>Change Secure Connection to SSL/TLS.                                                           | This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use an SSL/TLS connection for an SMTP secure connection. |
| Connection to SMTP server failed.<br>Change Secure Connection to STARTTLS.                                                          | This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use a STARTTLS connection for an SMTP secure connection. |
| The connection is untrusted. Check the following. - Date and Time                                                                   | This message appears when the scanner's date and time setting is incorrect or the certificate has expired.                                                               |
| The connection is untrusted. Check the following. - CA Certificate                                                                  | This message appears when the scanner does not have a root certificate corresponding to the server or a CA Certificate has not been imported.                            |
| The connection is not secured.                                                                                                      | This message appears when the obtained certificate is damaged.                                                                                                           |
| SMTP server authentication failed.<br>Change Authentication Method to SMTP-AUTH.                                                    | This message appears when an authentication method mismatch occurs between a server and a client. The server supports SMTP AUTH.                                         |
| SMTP server authentication failed.<br>Change Authentication Method to POP before SMTP.                                              | This message appears when an authentication method mismatch occurs between a server and a client. The server does not support SMTP AUTH.                                 |
| Sender's Email Address is incorrect.<br>Change to the email address for your email service.                                         | This message appears when the specified sender's Email address is wrong.                                                                                                 |
| Cannot access the product until processing is complete.                                                                             | This message appears when the scanner is busy.                                                                                                                           |

## Registering Destinations to Contacts

Registering destinations in the scanner's contacts list allows you to easily enter the destination when scanning. You can register the following types of destinations in the contacts list. You can register up to 300 entries in total.

|                |                                                                                       |
|----------------|---------------------------------------------------------------------------------------|
| Email          | Destination for email.<br>You need to configure the email server settings beforehand. |
| Network Folder | Destination for scan data.<br>You need to prepare the network folder beforehand.      |

## Function Comparison by Registration Tool

There are three functions available for configuring the scanner's Contacts: Web Config, Epson Device Admin, and the control panel. The differences between three tools are listed in the table below.

✓ : You can make this setting. - : You cannot make this setting.

| Functions                        | Web Config* | Epson Device Admin | Scanner's control panel |
|----------------------------------|-------------|--------------------|-------------------------|
| Registering a destination        | ✓           | ✓                  | ✓                       |
| Editing a destination            | ✓           | ✓                  | ✓                       |
| Adding a group                   | ✓           | ✓                  | ✓                       |
| Editing a group                  | ✓           | ✓                  | ✓                       |
| Deleting a destination or groups | ✓           | ✓                  | ✓                       |
| Deleting all destinations        | ✓           | ✓                  | -                       |
| Importing a file                 | ✓           | ✓                  | -                       |
| Exporting to a file              | ✓           | ✓                  | -                       |

\* Log on as an administrator to make settings.

## Registering a Destination to Contacts

The setting items differ depending on the Type of destination you want to register.

### Registering a Destination (Email)

#### How to Register

Access Web Config, and then select the **Scan** tab > **Contacts**. Select the number you want to register to your contacts, and then click **Edit**.

[“How to Run Web Config in a Web Browser” on page 35](#)

You can also make settings on the scanner's control panel. Select **Settings** > **Contacts Manager** > **Register/Delete** > **Add Entry** > **Add Contact** > **Email**.

#### Contacts Setting Items

| Item                     | Settings and Explanation                                                                                                                            |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts.                                                                               |
| Name                     | Enter the name to be displayed in Contacts within 30 characters in Unicode (UTF-16). If you do not specify this, leave it blank.                    |
| Index Word               | Enter the name to be used for indexing and searching Contacts within 30 characters in Unicode (UTF-16). If you do not specify this, leave it blank. |
| Type (Web Config only)   | Select <b>Email</b> .                                                                                                                               |

| Item                           | Settings and Explanation                                                                                                                                              |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Email Address                  | Enter the destination email addresses.<br><br>Use half-width characters A-Z a-z 0-9 ! # \$ % & ' * + - . / = ? ^ _ {   } ~ @, and enter between 1 and 255 characters. |
| Apply button (Web Config only) | The destination is registered using the information you entered.                                                                                                      |
| OK button (control panel only) |                                                                                                                                                                       |

Click the link below for more details on using the "Scan to Email" feature.

[“Scan to Email Feature Work Flow” on page 76](#)

## Registering a Destination (Network Folder (SMB))

### How to Register

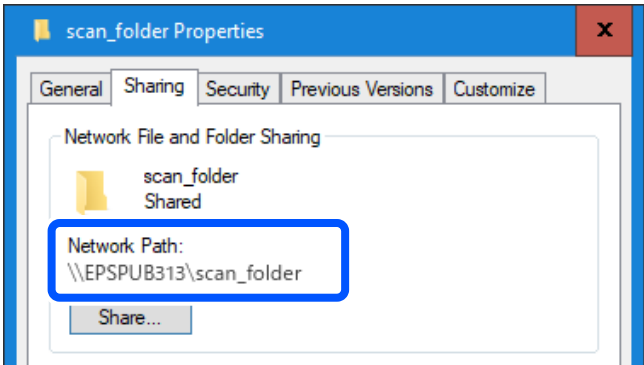
Access Web Config, and then select the **Scan** tab > **Contacts**. Select the number you want to register to your contacts, and then click **Edit**.

[“How to Run Web Config in a Web Browser” on page 35](#)

You can also make settings on the scanner's control panel. Select **Settings** > **Contacts Manager** > **Register/Delete** > **Add Entry** > **Add Contact** > **Network Folder/FTP**.

### Contacts Setting Items

| Item                                    | Settings and Explanation                                                                                                                                                                                |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number (Registry Number)                | Sets the number of the destination to be registered in your contacts.                                                                                                                                   |
| Name                                    | Enter the name to be displayed in Contacts within 30 characters in Unicode (UTF-16). When this is entered, you can also enter an <b>Index Word</b> .<br><br>If you do not specify this, leave it blank. |
| Index Word                              | Enter the name to be used for indexing and searching Contacts within 30 characters in Unicode (UTF-16).<br><br>If you do not specify this, leave it blank.                                              |
| Type (Web Config only)                  | Select <b>Network Folder (SMB)</b> .                                                                                                                                                                    |
| Communication Mode (control panel only) |                                                                                                                                                                                                         |

| Item                           | Settings and Explanation                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Save to                        | <p>Enter the path to the destination network folder within 1 to 253 characters in Unicode (UTF-16).</p> <p>The "\\" at the start of the path has already been entered.</p> <p><b>Note:</b><br/>Open the properties for the network folder and enter the network path as it appears on the <b>Sharing</b> tab.</p> <p>Example: \\EPSPUB313\\scan_folder</p>  |
| User Name                      | <p>Enter the login user name (user account) for the computer on which the destination folder was created.</p> <p>Enter the user name within 30 characters in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F).</p>                                                                                                                                                                                              |
| Password                       | <p>Enter the login password (user account password) for the computer on which the destination folder was created.</p> <p>Enter the password within 0 to 20 characters in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F).</p>                                                                                                                                                                                  |
| Apply button (Web Config only) | The destination is registered using the information you entered.                                                                                                                                                                                                                                                                                                                                                                              |
| OK button (control panel only) |                                                                                                                                                                                                                                                                                                                                                                                                                                               |

Click the link below for more details on using the "Scan to Network Folder/FTP" feature.

["Scan to Network Folder/FTP Feature Work Flow" on page 69](#)

## Registering a Destination (FTP)

### How to Register

Access Web Config, and then select the **Scan** tab > **Contacts**. Select the number you want to register to your contacts, and then click **Edit**.

["How to Run Web Config in a Web Browser" on page 35](#)

You can also make settings on the scanner's control panel. Select **Settings** > **Contacts Manager** > **Register/Delete** > **Add Entry** > **Add Contact** > **Network Folder/FTP**.

### Contacts Setting Items

| Item                                     | Settings and Explanation                                                                                                                                                                                                                                                                   |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number (Registry Number)                 | Sets the number of the destination to be registered in your contacts.                                                                                                                                                                                                                      |
| Name                                     | Enter the name to be displayed in Contacts within 30 characters in Unicode (UTF-16). If you do not specify this, leave it blank.                                                                                                                                                           |
| Index Word                               | Enter the name to be used for indexing and searching Contacts within 30 characters in Unicode (UTF-16). If you do not specify this, leave it blank.                                                                                                                                        |
| Type (Web Config only)                   | Select <b>FTP</b> .                                                                                                                                                                                                                                                                        |
| Secure Connection (Web Config only)      | Select FTP or FTPS according to the file transfer protocol the FTP server supports. Select <b>FTPS</b> to allow the scanner to communicate with security measures.                                                                                                                         |
| Communication Mode (control panel only)  |                                                                                                                                                                                                                                                                                            |
| Save to                                  | Enter the name of the destination server within 1 to 253 characters (excluding "ftp://" and "ftps://") in Unicode (UTF-16).                                                                                                                                                                |
| User Name                                | Enter a user name to access an FTP server in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7f). If the server allows anonymous connections, enter a user name such as Anonymous and FTP. If you do not specify this, leave it blank. |
| Password                                 | Enter a password to access the FTP server within 0 to 20 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7f). If you do not specify this, leave it blank.                                                                                 |
| Connection Mode                          | Select the connection mode from the menu. If a firewall is set between the scanner and the FTP server, select <b>Passive Mode</b> .                                                                                                                                                        |
| Port Number                              | Enter the FTP server port number between 1 and 65535.                                                                                                                                                                                                                                      |
| Certificate Validation (Web Config only) | The FTP server's certificate is validated when this is enabled. This is available when <b>FTPS</b> is selected for <b>Secure Connection</b> .<br>Before setting up, you need to import the CA Certificate to the scanner.                                                                  |
| Apply button (Web Config only)           | The destination is registered using the information you entered.                                                                                                                                                                                                                           |
| OK button (control panel only)           |                                                                                                                                                                                                                                                                                            |

Click the link below for more details on using the "Scan to Network Folder/FTP" feature.

[“Scan to Network Folder/FTP Feature Work Flow” on page 69](#)

## Registering a Destination (SharePoint(WebDAV))

### How to Register

Access Web Config, and then select the **Scan** tab > **Contacts**. Select the number you want to register to your contacts, and then click **Edit**.

[“How to Run Web Config in a Web Browser” on page 35](#)

You can also make settings on the scanner's control panel. Select **Settings** > **Contacts Manager** > **Register/Delete** > **Add Entry** > **Add Contact** > **Network Folder/FTP**.

### Contacts Setting Items

| Item                                     | Settings and Explanation                                                                                                                                                                                               |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number (Registry Number)                 | Sets the number of the destination to be registered in your contacts.                                                                                                                                                  |
| Name                                     | Enter the name to be displayed in Contacts within 30 characters in Unicode (UTF-16). If you do not specify this, leave it blank.                                                                                       |
| Index Word                               | Enter the name to be used for indexing and searching Contacts within 30 characters in Unicode (UTF-16). If you do not specify this, leave it blank.                                                                    |
| Type (Web Config only)                   | Select <b>SharePoint(WebDAV)</b> .                                                                                                                                                                                     |
| Secure Connection (Web Config only)      | Select the HTTPS (WebDAV (HTTPS)) or HTTP (WebDAV (HTTP)) according to the file transfer protocol the server supports. Select <b>HTTPS</b> to allow the scanner to communicate with security measures.                 |
| Communication Mode (control panel only)  |                                                                                                                                                                                                                        |
| Save to                                  | Enter the name of the destination server within 1 to 253 characters (excluding "http://" and "https://") in Unicode (UTF-16).                                                                                          |
| User Name                                | Enter a user name to access a server in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.                           |
| Password                                 | Enter a password to access the server within 0 to 20 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.                 |
| Certificate Validation (Web Config only) | The server's certificate is validated when this is enabled. This is available when <b>HTTPS</b> is selected for <b>Secure Connection</b> .<br>Before setting up, you need to import the CA Certificate to the scanner. |
| Proxy Server Settings                    | Select whether or not to use a proxy server.                                                                                                                                                                           |
| Apply button (Web Config only)           | The destination is registered using the information you entered.                                                                                                                                                       |
| OK button (control panel only)           |                                                                                                                                                                                                                        |

**Note:**

Scanning to **Network Folder/FTP** from the scanner's control panel does not support SharePoint Online.

If you want to save scanned images to SharePoint Online, install the SharePoint Online Connector in Document Capture Pro. See the Document Capture Pro manual for details.

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

Click the link below for more details on using the "Scan to Network Folder/FTP" feature.

["Scan to Network Folder/FTP Feature Work Flow" on page 69](#)

## Registering Destinations as a Group Using Web Config

If the destination type is set to **Email**, you can register the destinations as a group.

1. Access Web Config, and then select the **Scan** tab > **Contacts**.  
["How to Run Web Config in a Web Browser" on page 35](#)
2. Select the number that you want to register, and then click **Edit**.

3. Select a group from **Type**.
4. Click **Select** on **Contact(s) for Group**.  
The available destinations are displayed.
5. Select the destination that you want to register to the group, and then click **Select**.  
**Note:**  
*Destinations can be registered to multiple groups.*
6. Enter **Name** and **Index Word**.
7. Click **Apply**.

## Exporting and Importing Your Contacts

You can export or import your contacts using Web Config or other tools.

### For Web Config

You can back up the scanner settings, including your contacts, by exporting them. The exported file is a binary file and cannot be edited.

When you import scanner settings that include a contacts list, the contacts are overwritten.

### For Epson Device Admin

You can export only your contacts from the device's property screen.

If you do not export the security-related items, you can edit the exported contacts and import them because this can be saved as a SYLK file or csv file.

You can register settings to multiple scanners at once. It is useful if you want to back up only the contacts or when you replace the scanner and you want to transfer the contacts from the old one to new one.

For details, see the manual or help for Epson Device Admin.

## Exporting or Importing Contacts Using Web Config

### Exporting Contacts from Web Config

Contacts data may be lost due to a scanner malfunction. We recommend that you make a backup of the data whenever you update the data. Epson shall not be responsible for the loss or damage of any data, for backing up or recovering data and/or settings, even during the warranty period.

You can back up your contacts stored in the scanner by exporting them to a computer using Web Config.

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.
2. Select the **Contacts** checkbox under the **Scan** category.
3. Enter a password to encrypt the exported file.  
You need the password to import the file. Leave this blank if you do not want to encrypt the file.
4. Click **Export**.

### **Importing Contacts Using Web Config**

If you have a scanner that allows you to backup contacts and is compatible with this scanner, you can register contacts easily by importing the backup file.

**Note:**

*For instructions on how to back up the scanner contacts, see the manual provided with the scanner.*

Follow the steps below to import backup data.

1. Access Web Config, select **Device Management** tab > **Export and Import Setting Value** > **Import**.
2. Select the backup file you created in **File**, enter the password, and then click **Next**.
3. Select **Contacts**, and then click **Next**.

## **Using Epson Device Admin to Export or Import Your Contacts**

### **Exporting Contacts from Epson Device Admin**

Save the contacts information to the file.

You can edit files saved in SYLK format or csv format by using a spreadsheet application or text editor. You can register all at once after deleting or adding the information.

You can save information that includes security items such as passwords and personal information in binary format with a password. You cannot edit the file. This can be used as the backup file of the information including the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Home** on the **Device Configuration** tab on the ribbon menu.

When the administrator password has been set, enter the password and click **OK**.

5. Click **Common** > **Contacts**.
6. Select the export format from **Export** > **Export items**.

☐ All Items

Export the encrypted binary file. Select when you want to include the security items such as password and personal information. You cannot edit the file. If you select this, you have to set a password. Click **Configuration** and set a password between 8 and 63 characters long in ASCII. This password is required when importing the binary file.

☐ Items except Security Information

Export the SYLK format or csv format files. Select when you want to edit the information of the exported file.

7. Click **Export**.

8. Specify the place to save the file, select the file type, and then click **Save**.

The completion message of password change is displayed.

9. Click **OK**.

Check that the file is saved to the specified place.

### ***Importing Contacts from Epson Device Admin***

Import the contacts information from the file.

You can import files saved in SYLK format, csv format, or the backed-up binary file that includes the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Home** on the **Device Configuration** tab on the ribbon menu.  
When the administrator password has been set, enter the password and click **OK**.

5. Click **Common** > **Contacts**.

6. Click **Browse** from **Import**.

7. Select the file you want to import, and then click **Open**.

When you select the binary file, in **Password** enter the password you set when exporting the file.

8. Click **Import**.

The setting confirmation screen is displayed.

9. Click **OK**.

The validation result is displayed.

- ☐ Edit the information read

Click when you want to edit the information individually.

- ☐ Read more file

Click when you want to import multiple files.

10. Click **Import**, and then click **OK** on the import completion screen.

Return to the device's property screen.

11. Click **Transmit**.

12. Click **OK** on the confirmation message.

The settings are sent to the scanner.

13. On the sending completion screen, click **OK**.

The scanner's information is updated.

Open your contacts from Web Config or the scanner's control panel, and then check that the contacts have been updated.

---

## Setting Up AirPrint

Access Web Config, select the **Network** tab, then select **AirPrint Setup**.

| Items                | Explanation                                                                                                                                                                                                                                        |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bonjour Service Name | Enter a Bonjour service name, using ASCII text (0x20-0x7E) and up to 41 characters.                                                                                                                                                                |
| Bonjour Location     | Enter a description of the scanner's location, using Unicode (UTF-8) text and up to 127 bytes.                                                                                                                                                     |
| Wide-Area Bonjour    | Set whether or not to use Wide-Area Bonjour. If you use it, the scanner must be registered on the DNS server in order to search for the scanner over the segment.                                                                                  |
| Enable AirPrint      | Enables Bonjour and AirPrint (Scan service). This button is available only when AirPrint is disabled.<br><br><i><b>Note:</b><br/>If AirPrint is disabled, Mopria scanning from Chromebooks, Windows, and the Mopria Scan app is also disabled.</i> |

---

## Registering User-defined Sizes in Web Config

In Web Config, you can register user-defined sizes for the originals you want to scan.

You can load these registered user-defined sizes by clicking **Get from User-Defined Paper Size List(Original)** in **Presets** or **User Default Settings** in Web Config.

1. Access Web Config, and then select the **Scan** tab > **User-Defined Paper Size List(Original)**.
2. Select the number that you want to register, and then click **Edit**.
3. Set each item.
  - ☐ Registered name: Set a name within 10 characters in Unicode (UTF-8).
  - ☐ Units: Select the unit of measurement.
  - ☐ X: Specify the width of the original.
  - ☐ Y: Specify the length of the original.
4. Click **Apply**.

---

# Menu Options for Settings

|                                          |     |
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---

## Start-up Screen

Set the initial items displayed on the LCD screen when the scanner turns on or when Operation Time Out is enabled.

- ☐ Home
- ☐ Presets
- ☐ Scan to Network Folder/FTP
- ☐ Scan to Email
- ☐ Scan to Cloud
- ☐ Scan to USB Drive
- ☐ Scan to Computer

---

## Basic Settings

### LCD Brightness

Adjust the brightness of the LCD screen.

### Sounds

- ☐ Button Press: Set the volume for tapping sounds on the control panel.
- ☐ Error Tone: Set the volume for when an error occurs.

### Sleep Timer

Adjust the time period for entering sleep mode (energy saving mode) when the scanner has not performed any operations. The LCD screen turns black when the set time has passed.

**Note:**

You can also set from Web Config. Select **Device Management > Power Saving > Sleep Timer**.

### Power Off Settings

Your product may have this feature or the **Power Off Timer** feature depending on the location of purchase.

Turn off the scanner automatically.

- ☐ Power Off If Inactive

Select this setting to turn the scanner off automatically if it is not used for a specified period of time. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

- ☐ Power Off If Disconnected

Select this setting to turn the scanner off after a specified period of time when all ports including the USB port are disconnected. This feature may not be available depending on your region.

See the following website for the specified period of time.

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

**Note:**

You can also set from Web Config. Select **Device Management - Power Saving > Power Off Timer**.

### Date/Time Settings

- ☐ Date/Time: Enter the current date and time.
- ☐ Daylight Saving Time: Select the summer time setting that applies to your area.
- ☐ Time Difference: Enter the time difference between your local time and UTC (Coordinated Universal Time).

### Language

Select the country or region in which you are using your scanner.

### Keyboard

Change the layout of the keyboard on the LCD screen.

### Operation Time Out

When set Operation Time Out to **On**, you are returned to the Home screen when no operations have been performed for the specified time. This setting is applied when any screen other than the Home screen is displayed.

### PC Connection via USB

You can restrict the usage of the USB connection from the computer. If you want to restrict it, select **Disable**.

### USB Drive

When this is set to "Disable", the USB drive will not be recognized even if it is connected to the scanner. Set this to "Disable" to restrict saving data to USB drives.

---

## Scanner Settings

### Paper Protection

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

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 <b>On-Low</b> could not detect. |
| On-High   | Increase the sensitivity to detect the skew of the originals.                              |



**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.

**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.

### Glass Dirt Detection

When scanning using the ADF, detects dirt on the glass surface inside the scanner (the ADF reading sensor). You can select the level of the detection.

Depending on the dirt, this feature may not work correctly.

### Add Pages After Scanning Timeout

Set the timeout when using **Add Pages After Scanning**.

This setting is only available when scanning from "Network Folder/FTP", "Email", "Cloud", or "USB drive". You can set the time to finish scanning automatically when "Add Pages After Scanning" is set to "On".

### Confirm Recipient

You can check destination before scanning.

---

## User Settings

You can change the initial scanning settings for the following items.

- ☐ Scan to Network Folder/FTP
- ☐ Scan to Email
- ☐ Scan to Cloud
- ☐ Scan to USB Drive

---

## Network Settings

### Wi-Fi Setup

Set up or change wireless network settings. Choose the connection method from following and then follow the instructions on the control panel.

#### Router

- ☐ Wi-Fi Setup Wizard

☐ Push Button Setup (WPS)

☐ Others

☐ PIN Code Setup (WPS)

☐ Wi-Fi Auto Connect

☐ Disable Wi-Fi

You may be able to resolve network problems by disabling the Wi-Fi settings or making

the Wi-Fi settings again. Tap  **Router > Change Settings > Others > Disable Wi-Fi > Start Setup.**

### Wi-Fi Direct

Displays the information to connect to the smartphone.

Tap **Start Setup** to make the settings.

Tap  to make the following settings.

☐ Change Network Name

☐ Change Password

☐ Change Frequency Range

This setting may not be displayed depending on the region.

☐ Disable Wi-Fi Direct

☐ Restore Default Settings

### Wired LAN Setup:

Set up or change a network connection that uses a LAN cable and router. When this is being used, Wi-Fi connections are disabled.

### Network Status

Displays the current network settings for the following items.

☐ Wired LAN/Wi-Fi Status

☐ Wi-Fi Direct Status

☐ Email Server Status

### Advanced

Make the following detailed settings.

☐ Device Name

☐ TCP/IP

☐ Proxy Server

☐ Email Server

☐ Server Settings

☐ Connection Check

☐ IPv6 Address

☐ Link Speed & Duplex

- ☐ Redirect HTTP to HTTPS
- ☐ Disable IPsec/IP Filtering
- ☐ Disable IEEE802.1X

---

## Web Service Settings

### Epson Connect Services:

Displays whether the scanner is registered and connected to Epson Connect.

You can register to the service by selecting **Register** and follow the instructions.

When you have registered, you can change the following settings.

- ☐ Suspend/Resume
- ☐ Unregister

For details, see the following web site.

<https://www.epsonconnect.com/>

<http://www.epsonconnect.eu> (Europe only)

---

## Contacts Manager

### Register/Delete:

Register and/or delete contacts for the Scan to Email and Scan to Network Folder/FTP features.

### Search Options:

Change the method for searching contacts.

---

## System Administration

### Contacts Manager

#### Register/Delete:

Register and/or delete contacts for the Scan to Email and Scan to Network Folder/FTP features.

#### Search Options:

Change the method for searching contacts.

### Admin Settings

- ☐ Admin Password: Register an administrator password that allows only an administrator to change the settings. Your password must be 8 to 20 characters long.
- ☐ Lock Setting: Lock the scanner settings to protect them from being changed by other users.

### Password Encryption

Encrypt your password.

If you turn the power off while restart is in progress, data may be damaged and the scanner settings are restored to defaults. In that case, set password information again.

### Program Verification on Start Up:

Verifies the scanner's program when starting up.

When this feature is turned on, the scanner may take some time to start up.

### Customer Research

Select **Approve** to provide product usage information such as the number of scans to Seiko Epson Corporation.

### WSD Settings

Enable or disable the WSD (Web Service for Devices) feature.

When this is disabled, the WSD icon is hidden on the Home screen.

### Restore Default Settings

- ☐ Network Settings: Restore network related settings to their initial status.
- ☐ All Except Network Settings: Restore other settings to their initial status except for network related settings.
- ☐ All Settings: Restore all settings to their initial status when purchased.



#### **Important:**

*If you select **All Settings**, all setting data registered to the scanner including the contacts will be deleted. You cannot restore deleted settings.*

### Firmware Update:

You can acquire scanner firmware information such as your current version and information on available updates.

#### Update:

Check if the latest version of the firmware has been uploaded to the network server. If an update is available, you can select whether or not to start updating.

#### Notification:

Select **On** to receive a notification if a firmware update is available.

---

## Device Information

### Serial Number

Displays the serial number of the scanner.

### Current Version

Displays the current firmware version.

**Total Number of Scans (Scanner Glass)**

Displays the total number of scans performed using the scanner glass.

**Total Number of Scans (ADF)**

Displays the total number of scans performed using the ADF.

**Number of 1-Sided Scans (ADF)**

Displays the total number of single-sided scans performed using the ADF.

**Number of 2-Sided Scans (ADF)**

Displays the total number of double-sided scans performed using the ADF.

**Number of Scans After Regular Cleaning**

Displays the total number of scans performed after the last regular cleaning of the ADF.



**(Reset the Number of Scans)**

Resets the scan count after the last regular cleaning of the ADF.

---

## Scanner Maintenance

**Regular Cleaning**

Displays how to perform regular cleaning for inside the scanner (ADF). You can also reset the number of scans after performing regular cleaning.

**Glass Cleaning**

Displays how to perform cleaning for the glass surface inside the scanner (the ADF scanning sensor).

---

## Regular Cleaning Alert Settings

**Warning Alert Setting**

Notifies you when it is time to clean the inside of the scanner (ADF).

**Count Alert Setting**

Changes the scanning number when the cleaning notification will be displayed.



---

# Useful Features

|                                                            |     |
|------------------------------------------------------------|-----|
| Setting the Glass Surface Stain Detection Feature. . . . . | 150 |
| Setting the Document Protection Feature. . . . .           | 151 |

## 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

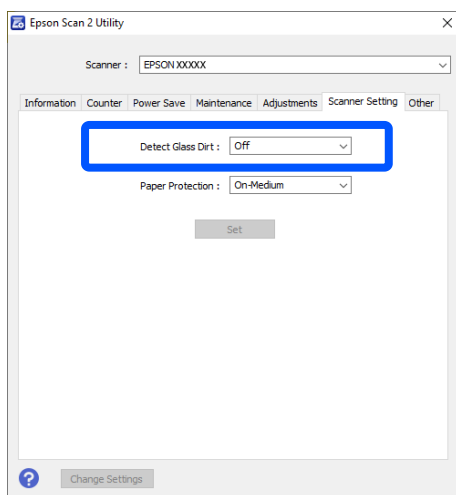
Click the start button, and then select **All Programs or Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.

- ☐ 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.

**Note:**

When using the control panel, tap **Settings** > **Scanner Settings** > **Glass Dirt Detection**, and then select the detection level.

**Related Information**

➡ [“Scanner Settings” on page 143](#)

## 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**.

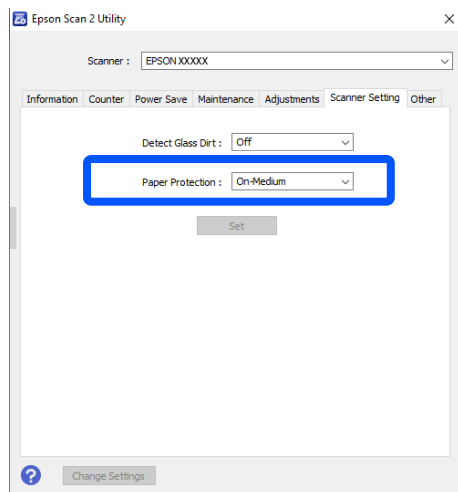
2. Make the following settings on the **Scanner Setting** tab.

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 <b>On-Low</b> 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.

**Note:**

When using the control panel, tap **Settings > Scanner Settings > Paper Protection**, and then select the protection level.

### Related Information

➡ [“Scanner Settings” on page 143](#)

---

# Maintenance

|                                             |     |
|---------------------------------------------|-----|
| Cleaning Outside the Scanner. . . . .       | 154 |
| Cleaning the ADF. . . . .                   | 154 |
| Cleaning the Scanner Glass. . . . .         | 159 |
| Energy Saving. . . . .                      | 161 |
| Transporting the Scanner. . . . .           | 161 |
| Updating Applications and Firmware. . . . . | 162 |

---

## 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.

**Note:**

Wipe the touchscreen by using a soft, dry cloth.

---

## 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 on the control panel or 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.



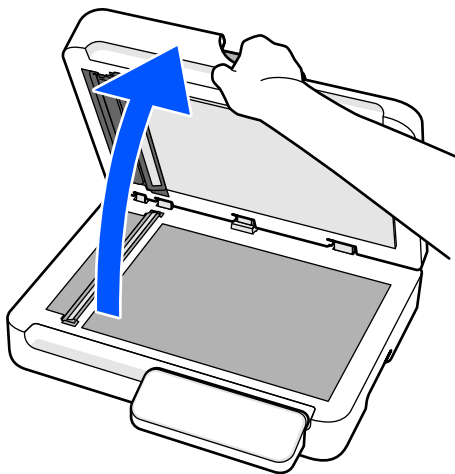
**Important:**

- ☐ 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.

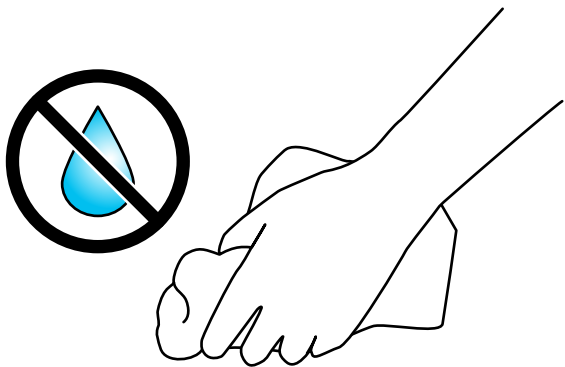
**Note:**

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

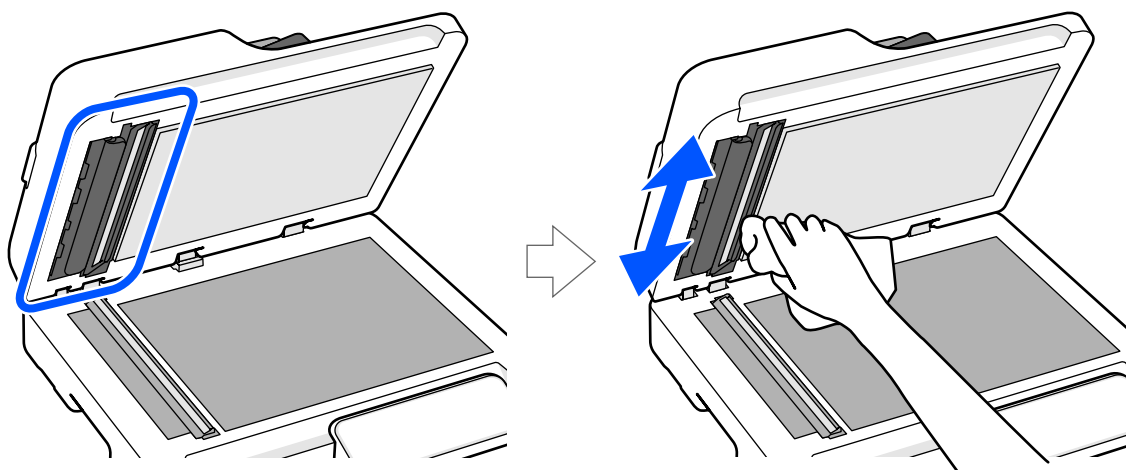
1. Open the document cover.



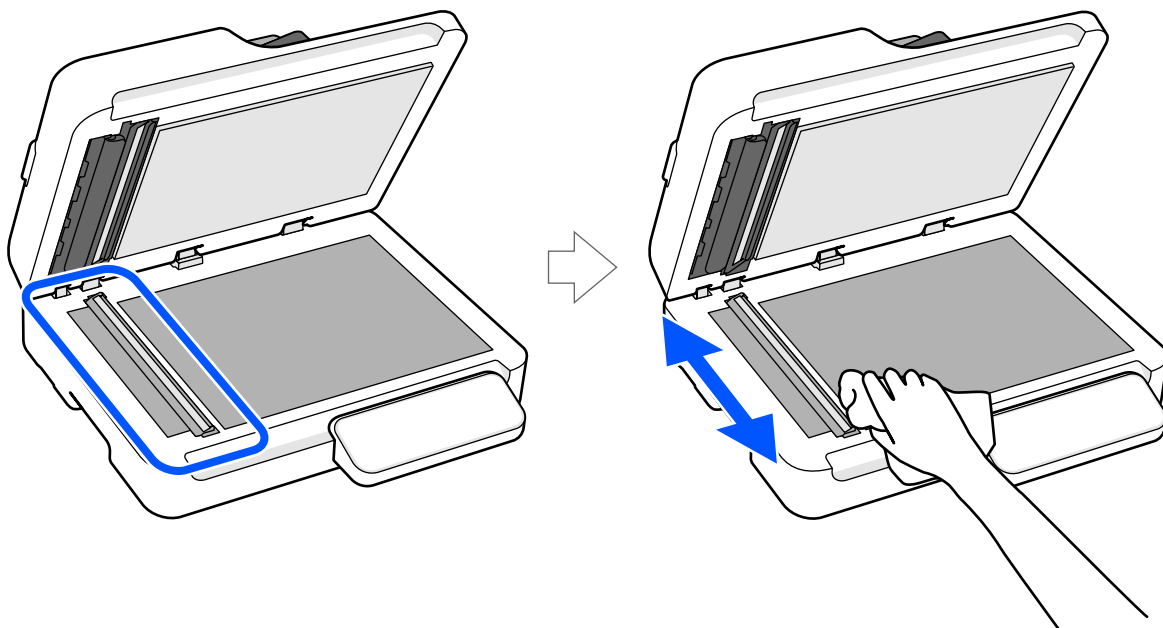
2. Prepare a soft, dry cloth.



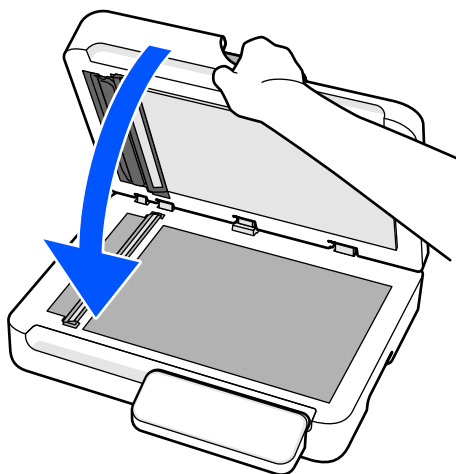
3. Wipe off any stains from the upper sensor and the paper path.



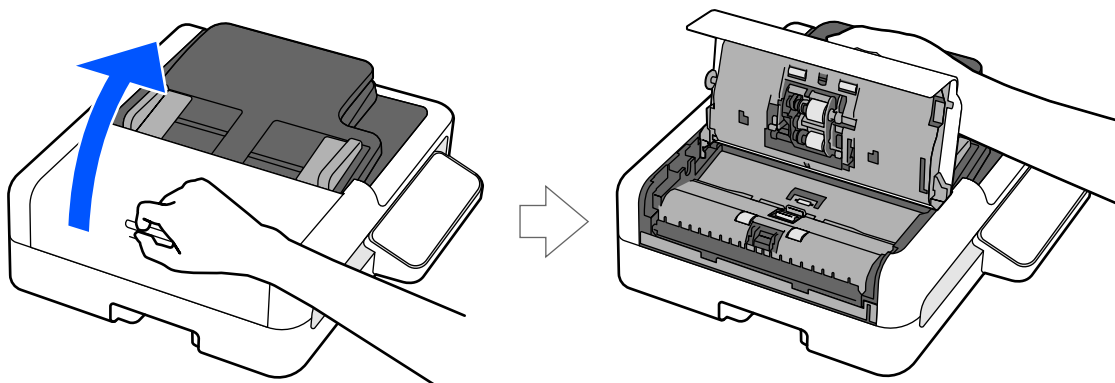
4. Wipe off any stains from the lower sensor and the paper path.



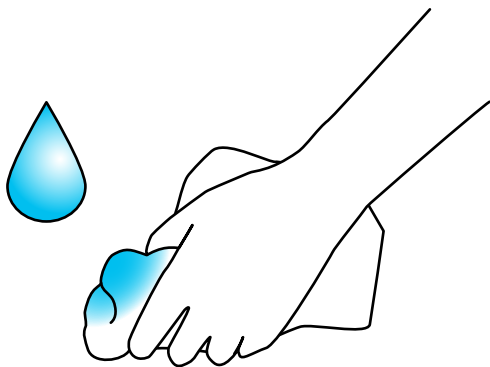
5. Close the document cover.



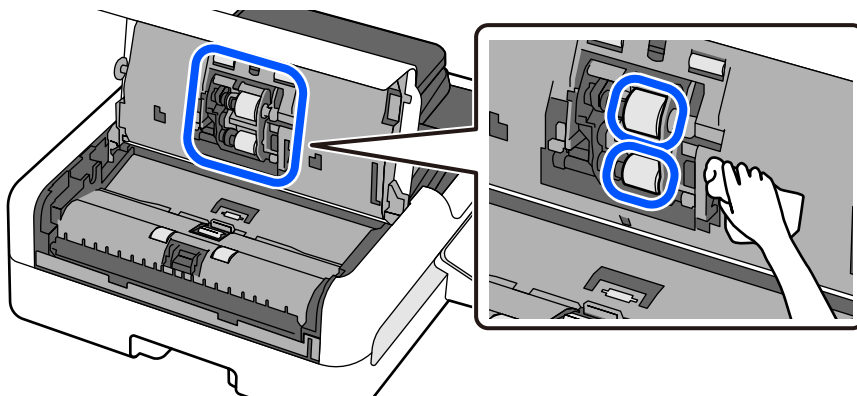
6. Open the ADF cover.



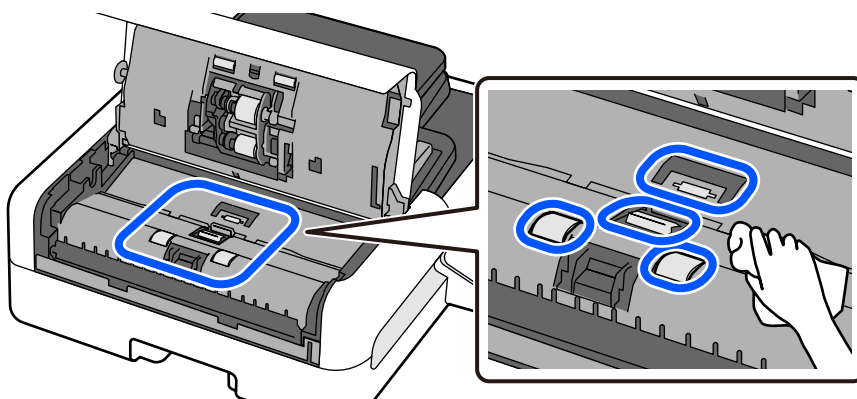
7. Prepare a soft cloth dampened with water.



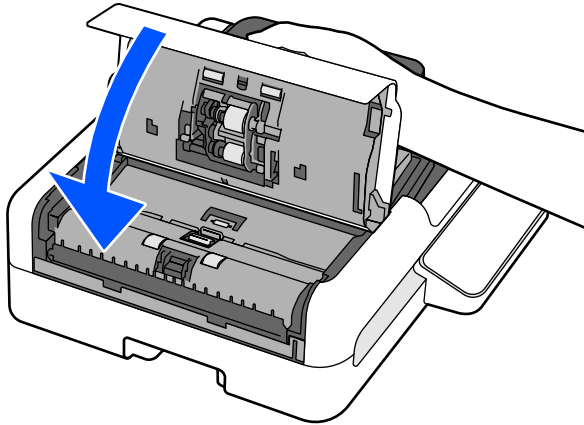
8. Wipe off any stains from the upper rollers (two locations).



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 control panel or in the Epson Scan 2 Utility.

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

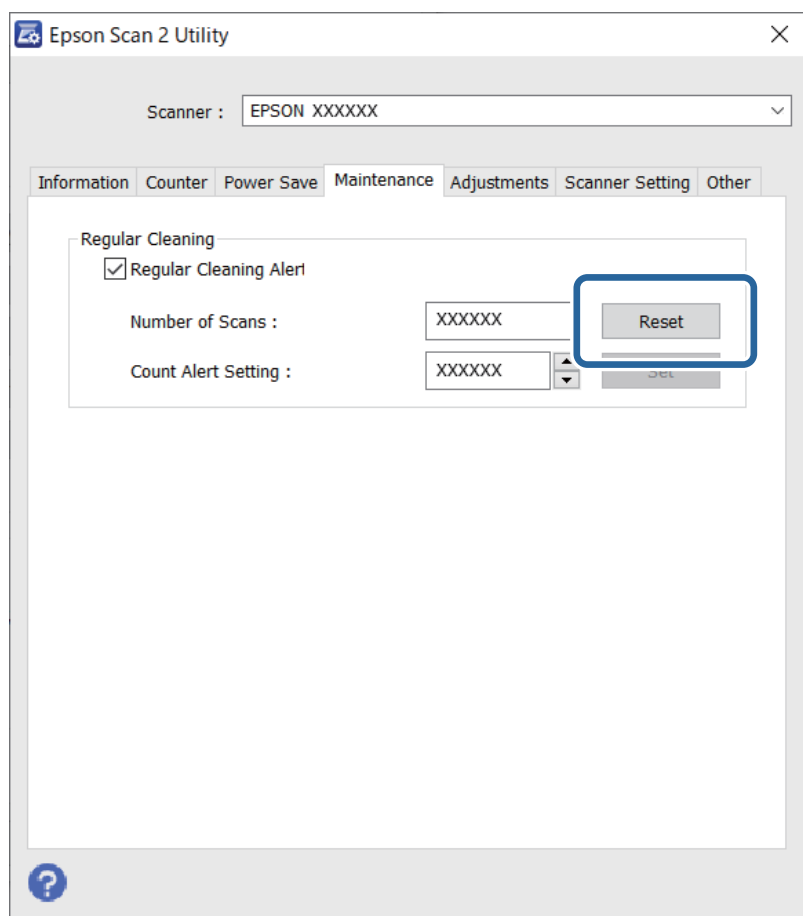
After cleaning the ADF (Regular Cleaning), reset the scan number using the control panel or the Epson Scan 2 Utility.

This section explains how to reset using the control panel.

1. Tap **Scanner Maintenance** on the home screen.
2. Tap **Regular Cleaning**.
3. Tap **Reset the Number of Scans**.
4. Tap **Yes**.

**Note:**

To reset using *Epson Scan 2 Utility*, start *Epson Scan 2 Utility*, click the **Maintenance** tab, and then click **Reset** from **Regular Cleaning**. If you cannot click **Reset**, select **Regular Cleaning Alert**.



---

## Cleaning the Scanner Glass

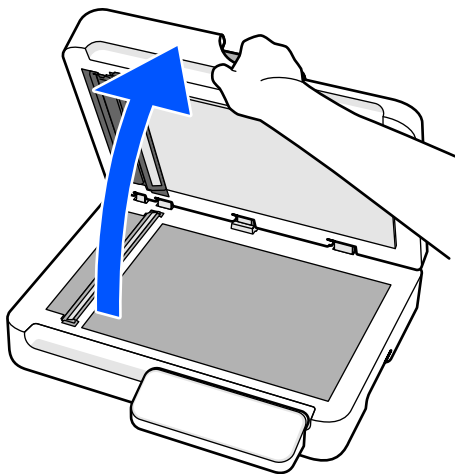
When the scanned images are smeared or scuffed, clean the scanner glass.



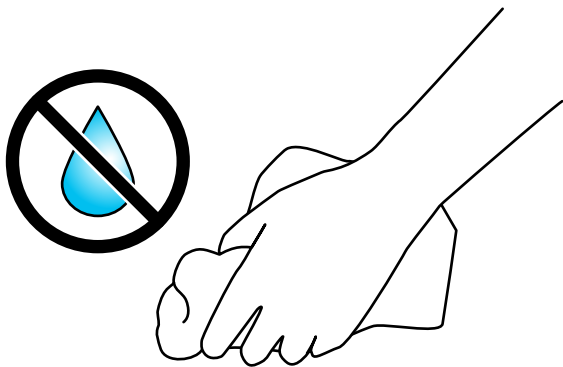
**Important:**

- ☐ 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.

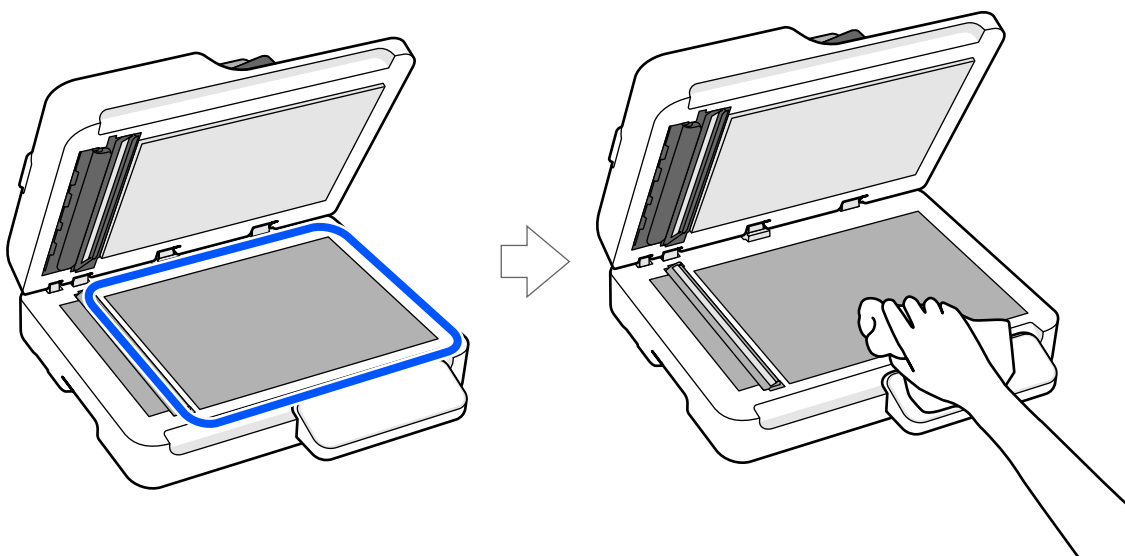
1. Open the document cover.



2. Prepare a soft, dry cloth.



3. Wipe off any stains on the scanner glass.

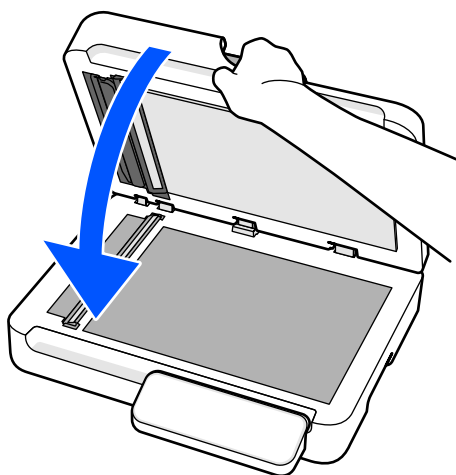




**Important:**

- ☐ 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. Select **Settings** on the home screen.
2. Select **Basic Settings**.
3. Select **Sleep Timer** or **Power Off Settings**, and then make settings.

**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.

**Note:**

When the scanner can connect to the Internet, you can update the firmware from Web Config. Select the **Device Management** tab > **Firmware Update**, check the displayed message, and then click **Start**.

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 the Scanner's Firmware using the Control Panel

If the scanner can be connected to the Internet, you can update the scanner's firmware using the control panel. You can also set the scanner to regularly check for firmware updates and notify you if any are available.

1. Select **Settings** on the home screen.
2. Select **System Administration > Firmware Update > Update**.

**Note:**

Select **Notification > On** to set the scanner to regularly check for available firmware updates.

3. Check the message displayed on the screen and start searching for available updates.
4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.



**Important:**

- ☐ Do not turn off or unplug the scanner until the update is complete; otherwise, the scanner may malfunction.
- ☐ If the firmware update is not completed or is unsuccessful, the scanner does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the scanner is turned on. In this situation, you need to update the firmware again using a computer. Connect the scanner to the computer with a USB cable. While "Recovery Mode" is displayed on the scanner, you cannot update the firmware over a network connection. On the computer, access your local Epson website, and then download the latest scanner firmware. See the instructions on the website for the next steps.

## Updating Firmware Using Web Config

When the scanner can connect to the Internet, you can update the firmware from Web Config.

1. Access Web Config and select the **Device Management** tab > **Firmware Update**.
2. Click **Start**, and then follow the on-screen instructions.

The firmware confirmation starts, and the firmware information is displayed if the updated firmware exists.

**Note:**

You can also update the firmware using Epson Device Admin. You can visually confirm the firmware information on the device list. It is useful when you want to update multiple devices' firmware. See the Epson Device Admin guide or help for more details.

### Related Information

➡ ["Application for Configuring Scanner Operations \(Web Config\)" on page 35](#)

## 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.

If you cannot update over the network, try this method.

**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. . . . .                | 166 |
| Problems when Preparing Network Scanning. . . . . | 168 |
| Problems Starting Scanning. . . . .               | 170 |
| Paper Feeding Problems. . . . .                   | 180 |
| Scanned Image Problems. . . . .                   | 188 |
| Document Capture Pro Problems. . . . .            | 195 |
| Uninstalling and Installing Applications. . . . . | 195 |

## Problems with the Scanner

### Checking Error Messages on the Control Panel

If an error message is displayed on the control panel, follow the on-screen instructions or the solutions below to solve the problem.

**Note:**

See the following if an error message is displayed when scanning to a network folder.

*[“Messages are Displayed on the Control Panel when Scanning to a Network Folder” on page 178](#)*

| Error Messages                                                                                                                                                                                                                                                                               | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Feeding stopped to protect originals. Open the scanner cover and remove them.                                                                                                                                                                                                                | Remove the original from the ADF and check the condition of the original.<br><br><a href="#">“Removing Jammed Originals from the Scanner” on page 180</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| The original jammed. Open the scanner cover to remove the original.                                                                                                                                                                                                                          | Remove the original from the ADF.<br><br><a href="#">“Removing Jammed Originals from the Scanner” on page 180</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Check the following if a computer is not found. - Connection between the scanner and the computer (USB or network) - Installation of the necessary software - Power supply to the computer - Firewall and security software settings - Search again See your documentation for more details. | <ul style="list-style-type: none"> <li><input type="checkbox"/> Make sure the scanner is connected to your computer properly.</li> <li><input type="checkbox"/> Install Epson Scan 2 and Document Capture Pro (or Document Capture) on your computer.</li> <li><input type="checkbox"/> Install the latest version of the application.</li> <li><input type="checkbox"/> Make sure the power cord is securely connected to the scanner and an electrical outlet.<br/>Check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on.</li> <li><input type="checkbox"/> Check the firewall settings for Epson software.</li> <li><input type="checkbox"/> Set the same group for the scanner and the computer.</li> <li><input type="checkbox"/> Search for the computer again.</li> </ul> |
| Inside the scanner may have some stains. Please clean the scanner.                                                                                                                                                                                                                           | See the following section to clean inside the scanner (ADF).<br><a href="#">“Cleaning the ADF” on page 154</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| The original may be smeared or inside the scanner may have some stains. Remove smears on the original, and then clean inside the scanner.                                                                                                                                                    | When cleaning is complete, reload the original in the ADF.<br><br>If the problem continues to occur after you have performed cleaning, contact your local dealer. In the U.S., Canada, and Latin America, contact Epson Support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| The combination of the IP address and the subnet mask is invalid. See your documentation for more details.                                                                                                                                                                                   | Enter the correct IP address or default gateway. Contact the person who setup the network for assistance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Error Messages | Solutions                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recovery Mode  | <p>The scanner has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again.</p> <ol style="list-style-type: none"> <li>1. Connect the computer and the scanner with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.)</li> <li>2. Visit your local Epson website for further instructions.</li> </ol> |

#### Related Information

- ➔ [“Updating Applications and Firmware” on page 162](#)
- ➔ [“Removing Jammed Originals from the Scanner” on page 180](#)
- ➔ [“Installing Your Applications” on page 197](#)

## 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 the control panel or Epson Scan 2 Utility to reset the scan count after cleaning.

#### Related Information

- ➔ [“Cleaning the ADF” on page 154](#)
- ➔ [“Resetting the Number of Scans After Cleaning the ADF \(Regular Cleaning\)” on page 158](#)

## 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 settings in **Power Off Settings**. If **Power Off Settings** is enabled, the scanner turns off automatically after a set time.

#### Related Information

- ➔ [“Energy Saving” on page 161](#)

## Forgot Your Administrator's Password

You need help from service personnel. Contact your local dealer. In the U.S., Canada, and Latin America, contact Epson Support.

**Note:**

*The following provides the initial values for the Web Config administrator.*

☐ User name: none (blank)

☐ Password: Depends on the label attached to product.

*If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label.*

*If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.*

*If you restore the administrator password, it is reset to the initial value at the time of purchase.*

---

## Problems when Preparing Network Scanning

### Hints to Solving Problems

☐ Checking the error message

When trouble has occurred, first check whether there are any messages on the scanner's control panel or driver screen. If you have the notification email set when the events occur, you can promptly learn the status.

☐ Checking the communication status

Check the communication status of server computer or client computer by using the command such as ping and ipconfig.

☐ Connection test

For checking the connection between the scanner to the mail server, perform the connection test from the scanner. Also, check the connection from the client computer to the server to check the communication status.

☐ Initializing the settings

If the settings and communication status show no problem, the problems may be solved by disabling or initializing the network settings of the scanner, and then setting up again.

### Related Information

➔ [“Registering an Email Server” on page 128](#)

➔ [“Checking Error Messages on the Control Panel” on page 166](#)

➔ [“Receiving Email Notifications When Events Occur” on page 223](#)

## Cannot Access Web Config

### ■ The IP address is not assigned to the scanner.

#### Solutions

A valid IP address may not be assigned to the scanner. Configure the IP address using the scanner's control panel. You can confirm the current setting information from the scanner's control panel.

➔ [“Assigning the IP Address” on page 211](#)

### ■ Web browser does not support the Encryption Strength for SSL/TLS.

#### Solutions

SSL/TLS has the Encryption Strength. You can open Web Config by using a web browser that supports bulk encryptions as indicated below. Check you are using the a supported browser.

- ☐ 80bit: AES256/AES128/3DES
- ☐ 112bit: AES256/AES128/3DES
- ☐ 128bit: AES256/AES128
- ☐ 192bit: AES256
- ☐ 256bit: AES256

### ■ CA-signed Certificate is expired.

#### Solutions

If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the scanner's date is configured correctly.

### ■ The common name of the certificate and the scanner do not match.

#### Solutions

If the common name of the certificate and the scanner do not match, the message "The name of the security certificate does not match..." is displayed when accessing Web Config using SSL/TLS communication (https). This happens because the following IP addresses do not match.

- ☐ The scanner's IP address entered to common name for creating a Self-signed Certificate or CSR
- ☐ IP address entered to web browser when running Web Config

For Self-signed Certificate, update the certificate.

For CA-signed Certificate, take the certificate again for the scanner.

### ■ The proxy server setting of local address is not set to web browser.

#### Solutions

When the scanner is set to use a proxy server, configure the web browser not to connect to the local address via the proxy server.

- ☐ Windows:

Select **Control Panel > Network and Internet > Internet Options > Connections > LAN settings > Proxy server**, and then configure not to use the proxy server for LAN (local addresses).

❑ Mac OS:

Select **System Preferences** (or **System Settings**) > **Network** > **Advanced** > **Proxies**, and then register the local address for **Bypass proxy settings for these Hosts & Domains**.

Example:

192.168.1.\*: Local address 192.168.1.XXX, subnet mask 255.255.255.0

192.168.\*.\*: Local address 192.168.XXX.XXX, subnet mask 255.255.0.0

## ■ DHCP is disabled in the computer's settings.

### Solutions

If the DHCP for obtaining an IP address automatically is disabled on the computer, you may not be able to access Web Config. Enable DHCP.

Example for Windows 10:

Open the Control Panel and then click **Network and Internet** > **Network and Sharing Center** > **Change adapter settings**. Open the Properties screen of the connection you are using, and then open the properties screen for **Internet Protocol Version 4 (TCP/IPv4)** or **Internet Protocol Version 6 (TCP/IPv6)**. Check that **Obtain an IP address automatically** is selected on the displayed screen.

---

## Problems Starting Scanning

### Cannot Start Scanning from Computer

Make sure the computer and the scanner are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

### 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.

Click **Enable Editing** to allow changes to the settings.

4. Click **Add**, and then add your scanner on the **Add Network Scanner** screen.

If your scanner is not displayed in **Search for Network**, enter the scanner's IP address in **Enter address**. In a network environment with wireless and wired connections, the scanner may not be displayed in the search if it is on a different segment.

If you cannot search for the scanner or cannot scan even if the correct scanner is selected, see the related information.

### Related Information

- ➡ [“Cannot connect to a Network” on page 172](#)
- ➡ [“The Scanner Cannot Connect by USB” on page 174](#)
- ➡ [“Cannot Scan Even Though a Connection has been Correctly Established” on page 175](#)

## 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.

Click the  icon, and then allow the software to make changes.

4. Click the  icon, and then add your scanner on the **Add Network Scanner** screen.

If your scanner is not displayed in **Search for Network**, enter the scanner's IP address in **Enter address**. In a network environment with wireless and wired connections, the scanner may not be displayed in the search if it is on a different segment.

If you cannot search for the scanner or cannot scan even if the correct scanner is selected, see the related information.

### Related Information

- ➡ [“Cannot connect to a Network” on page 172](#)

- ➔ [“The Scanner Cannot Connect by USB” on page 174](#)
- ➔ [“Cannot Scan Even Though a Connection has been Correctly Established” on page 175](#)

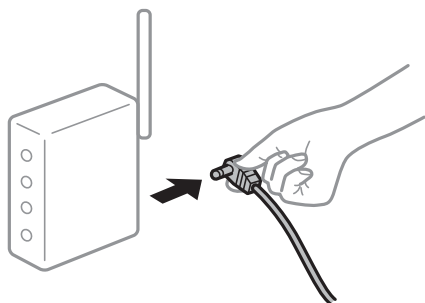
## Cannot connect to a Network

The problem could be one of the following issues.

### ■ Something is wrong with the network devices for Wi-Fi connection.

#### Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then scanner. Move the scanner and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



### ■ Devices cannot receive signals from the wireless router because they are too far apart.

#### Solutions

After moving the computer or the smart device and the scanner closer to the wireless router, turn off the wireless router, and then turn it back on.

### ■ When changing the wireless router, the settings do not match the new router.

#### Solutions

Reconfigure the settings so that they match the new wireless router.

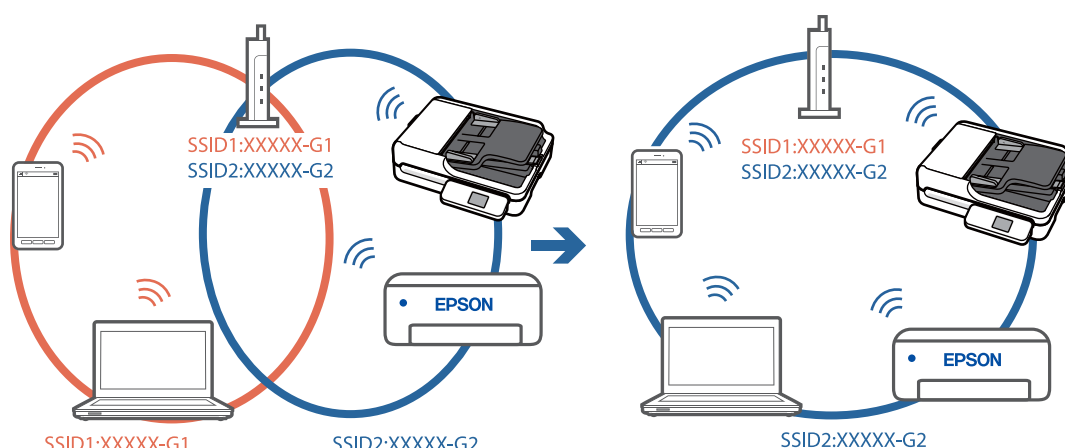
- ➔ [“When Replacing the Wireless Router” on page 202](#)

### ■ The SSIDs connected from the computer or smart device and computer are different.

#### Solutions

When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the scanner.



### ■ A privacy separator on the wireless router is available.

#### Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the scanner and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

### ■ The IP address is incorrectly assigned.

#### Solutions

If the IP address assigned to the scanner is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Select **Settings - Network Settings - Advanced - TCP/IP** on the scanner's control panel, and then check the IP address and the subnet mask assigned to the scanner.

Restart the wireless router or reset the network settings for the scanner.

➔ [“Re-setting the Network Connection” on page 202](#)

### ■ There is a problem with the network settings on the computer.

#### Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

### ■ The scanner has been connected by Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet).

#### Solutions

When you connect the scanner by Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet), the following problems may occur depending on the hub or router that you are using.

- ☐ Connection becomes unstable, the scanner is connected and disconnected again and again.
- ☐ Cannot connect to the scanner.

- ❑ The communication speed becomes slow.

Follow the steps below to disable IEEE802.3az for the scanner and then connect.

1. Remove the Ethernet cable connected to the computer and the scanner.
  2. When IEEE802.3az for the computer is enabled, disable it.  
See the documentation provided with the computer for details.
  3. Connect the computer and the scanner with an Ethernet cable directly.
  4. On the scanner, check the network settings.  
Select **Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**.
  5. Check the scanner's IP address.
  6. On the computer, access Web Config.  
Launch a Web browser, and then enter the scanner's IP address.  
[“How to Run Web Config in a Web Browser” on page 35](#)
  7. Select the **Network** tab > **Wired LAN**.
  8. Select **OFF** for **IEEE 802.3az**.
  9. Click **Next**.
  10. Click **OK**.
  11. Remove the Ethernet cable connected to the computer and the scanner.
  12. If you disabled IEEE802.3az for the computer in step 2, enable it.
  13. Connect the Ethernet cables that you removed in step 1 to the computer and the scanner.
- If the problem still occurs, devices other than the scanner may be causing the problem.

## ■ 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.

## 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.

➔ [“Installing Your Applications” on page 197](#)

■ **Job is not assigned to the scanner's control panel.**

**Solutions**

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

➔ [“Creating a Job and Assigning a Job to the Control Panel \(Windows\)” on page 117](#)

■ **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.

■ **Network Scanning Settings are Disabled**

**Solutions**

In Web Config, select the **Scan** tab > **Network Scan**, and then select **Enable scanning** in **Epson Scan 2**.

### **AirPrint is disabled.**

#### **Solutions**

Enable the AirPrint setting in Web Config.

## **Cannot Start Scanning from Smart Device**

Make sure the smart device and the scanner are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

### **Checking the Connection Status (Smart Device)**

You can use Epson Smart Panel to check the connection status for the smart device and the scanner.

1. Start Epson Smart Panel on your smart device.
2. Check whether or not the scanner name is displayed in Epson Smart Panel.

If the scanner name is displayed, a connection has been successfully established between the smart device and the scanner.

If a message is displayed saying that the scanner is not selected, a connection has not been established between the smart device and the scanner. Follow the instructions on the Epson Smart Panel to connect to the scanner.

If you cannot connect to the scanner over a network, check the Related Information.

#### **Related Information**

➔ [“Cannot connect to a Network” on page 176](#)

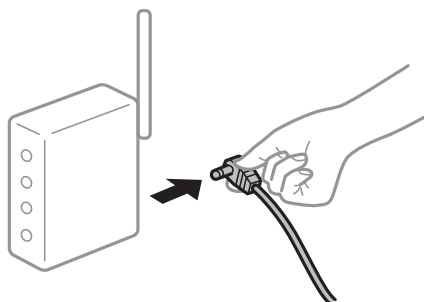
## **Cannot connect to a Network**

The problem could be one of the following issues.

### **Something is wrong with the network devices for Wi-Fi connection.**

#### **Solutions**

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then scanner. Move the scanner and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



■ **Devices cannot receive signals from the wireless router because they are too far apart.**

**Solutions**

After moving the computer or the smart device and the scanner closer to the wireless router, turn off the wireless router, and then turn it back on.

■ **When changing the wireless router, the settings do not match the new router.**

**Solutions**

Reconfigure the settings so that they match the new wireless router.

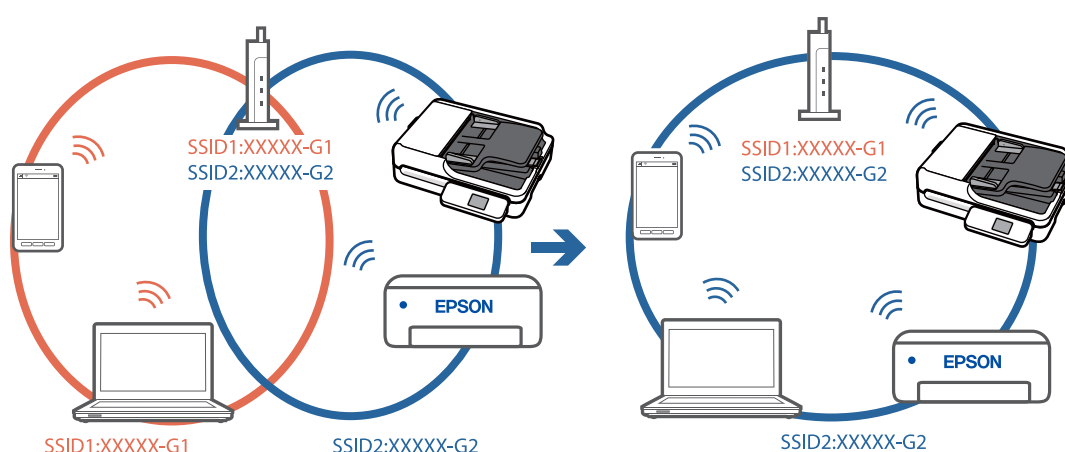
➔ [“When Replacing the Wireless Router” on page 202](#)

■ **The SSIDs connected from the computer or smart device and computer are different.**

**Solutions**

When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the scanner.



■ **A privacy separator on the wireless router is available.**

**Solutions**

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the scanner and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

■ **The IP address is incorrectly assigned.**

**Solutions**

If the IP address assigned to the scanner is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Select **Settings - Network Settings - Advanced - TCP/IP** on the scanner's control panel, and then check the IP address and the subnet mask assigned to the scanner.

Restart the wireless router or reset the network settings for the scanner.

➔ [“Re-setting the Network Connection” on page 202](#)

## There is a problem with the network settings on the smart device.

### Solutions

Try accessing any website from your smart device to make sure that your smart device's network settings are correct. If you cannot access any website, there is a problem on the smart device.

Check the network connection of the computer. See the documentation provided with the smart device for details.

## 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 Save Scanned Images to the Shared Folder

## Messages are Displayed on the Control Panel when Scanning to a Network Folder

When error messages are displayed on the control panel, check the message itself or the following list to solve the problems.

| Messages                                                          | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DNS error. Check DNS settings.                                    | <p>Cannot connect to the computer. Check the following.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Make sure that the address in the contacts list on the scanner and the address of the shared folder are the same.</li> <li><input type="checkbox"/> If the IP address of the computer is static and is set manually, change the computer name in the network path to the IP address.<br/>Example: \\EPSON02\SCAN to \\192.168.xxx.xxx\SCAN</li> <li><input type="checkbox"/> Make sure that the computer is turned on and does not sleep. If the computer sleeps, you cannot save scanned images to the shared folder.</li> <li><input type="checkbox"/> Temporarily disable the computer's Firewall and security software. If this clears the error, check the settings in the security software.</li> <li><input type="checkbox"/> If <b>Public network</b> is selected as the network place, you cannot save the scanned images to the shared folder. Set the forward settings for each port.</li> <li><input type="checkbox"/> If you are using a laptop computer and the IP address is set as DHCP, the IP address may change when reconnecting to the network. Obtain the IP address again.</li> <li><input type="checkbox"/> Make sure the DNS setting is correct. Contact your network administrator about the DNS settings.</li> <li><input type="checkbox"/> The computer name and the IP address may differ when the management table of the DNS server is not updated. Contact your DNS server administrator.</li> </ul> |
| Authentication error. Check the location, user name and password. | <p>Make sure the user name and the password are correct on the computer and the contacts on the scanner. Also, make sure that the password has not expired.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Messages                                                                                                  | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication error. Check the Wi-Fi/ network connection.                                                 | <p>Cannot communicate with a network folder that is registered on the contacts list. Check the following.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Make sure that the address in the contacts list on the scanner and the address of the shared folder are the same.</li> <li><input type="checkbox"/> Access rights for the user in the contacts list should be added on the <b>Sharing</b> tab and the <b>Security</b> tab of the shared folder's properties. Also, the permissions for the user should be set to <b>Allow</b>.</li> </ul> |
| The file name is already in use. Rename the file and scan again.                                          | Change the file name settings. Otherwise, move or delete the files, or change the file name on the shared folder.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space. | There is not enough disk space on the computer. Increase the free space on the computer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

### Checking the Point where the Error Occurred

When saving scanned images to the shared folder, saving process proceeds as following. You can then check the point where the error occurred.

| Items                       | Operation                                                                               | Error Messages                                                                                            |
|-----------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Connecting                  | Connect to the computer from the scanner.                                               | DNS error. Check DNS settings.                                                                            |
| Logging on to the computer  | Log on to the computer with the user name and the password.                             | Authentication error. Check the location, user name and password.                                         |
| Checking the folder to save | Check the network path of the shared folder.                                            | Communication error. Check the Wi-Fi/ network connection.                                                 |
| Checking the file name      | Check if there is a file with the same name as the file you want to save in the folder. | The file name is already in use. Rename the file and scan again.                                          |
| Writing the file            | Write a new file.                                                                       | Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space. |

### Saving the Scanned Images Takes a Long Time

**It takes a long time for the name resolution to correspond to the "Domain Name" and the "IP Address".**

#### Solutions

Check the following points.

- ☐ Make sure the DNS setting is correct.
- ☐ Make sure each DNS setting is correct when checking the Web Config.
- ☐ Make sure the DNS domain name is correct.

## Cannot Send Scanned Images to the Cloud

- ☐ When using the Scan to Cloud feature, see the troubleshooting page on the Epson Connect website for details.  
<https://www.epsonconnect.com/> > **Learn More** on the Scan to Cloud feature > Contents pull down list > Troubleshooting for Epson Connect Services > Scan to Cloud feature
- ☐ Make sure you enter the correct information when you login.
- ☐ Make sure the service is running. The service may be down due to system maintenance. Check the accounting service website for more detailed information.

## Cannot Send Scanned Images to an Email

- ☐ Make sure that the entered email address is working.
- ☐ Make sure that the email server settings are correct.
- ☐ Contact the email server administrator to make sure the server is running.

### Related Information

➔ [“Checking an Email Server Connection” on page 130](#)

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## 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 154](#)

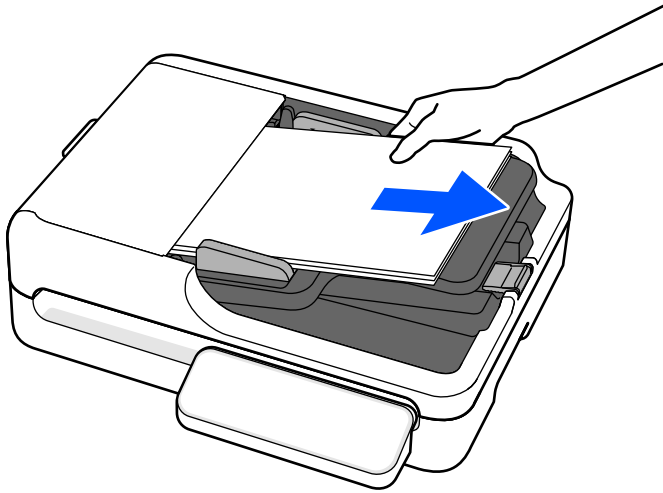
### Related Information

- ➔ [“Cleaning the ADF” on page 154](#)
- ➔ [“Removing Jammed Originals from the Scanner” on page 180](#)

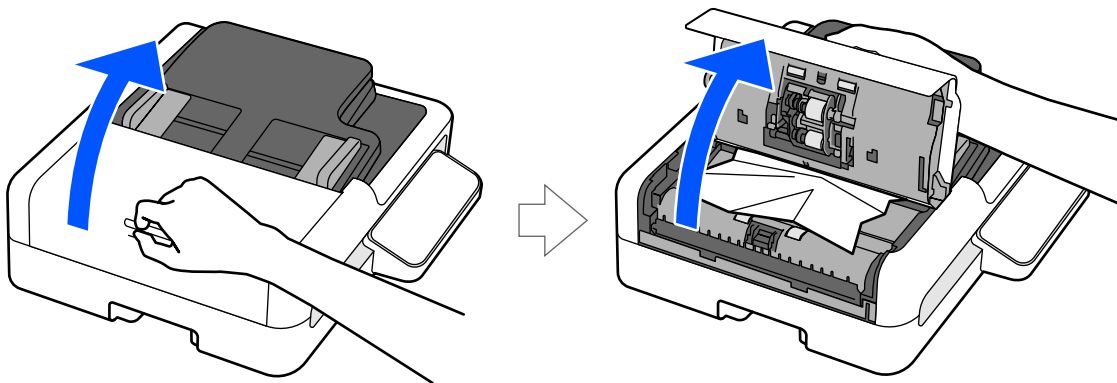
## Removing Jammed Originals from the Scanner

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

1. Remove the original that is not fed.

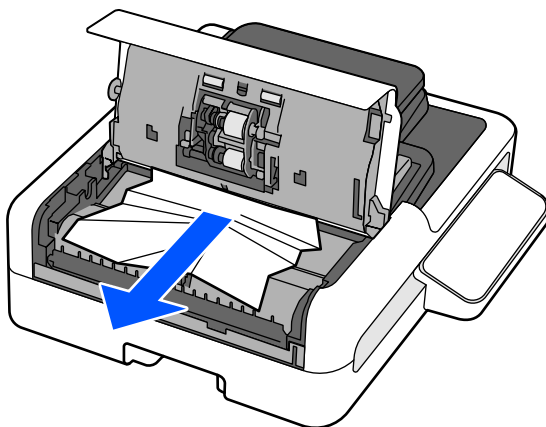


2. Open the ADF cover.

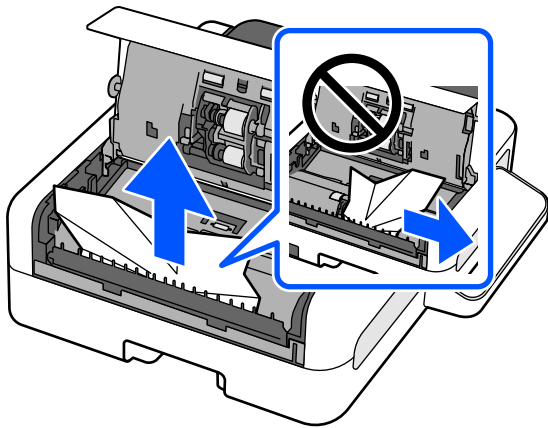


3. Remove any jammed originals.

- ❑ If there are originals on the input tray side, pull them out as shown in the illustration.



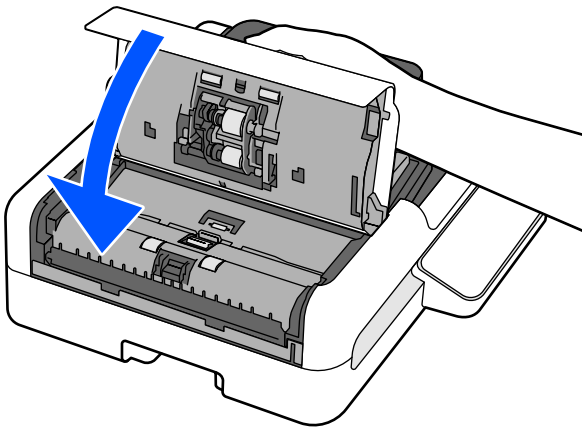
- ❑ If there are originals on the output tray side, pull them out as shown in the illustration.



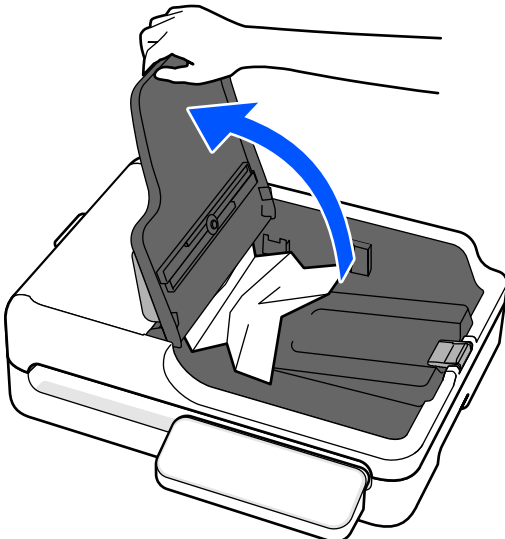
**Important:**

*Do not pull the originals out sideways. Otherwise, the original or the ADF may be damaged.*

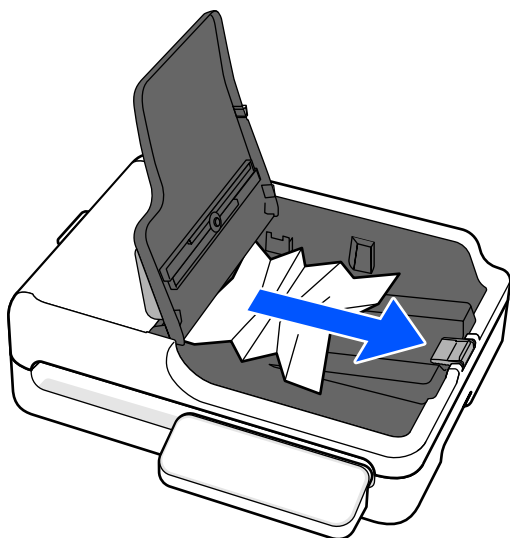
4. Close the ADF cover.



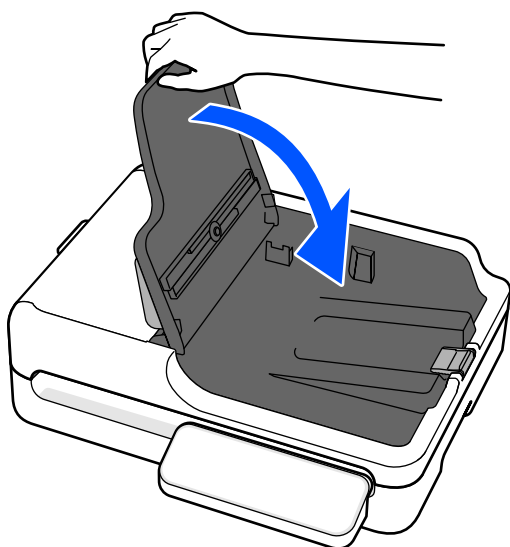
5. Raise the input tray.



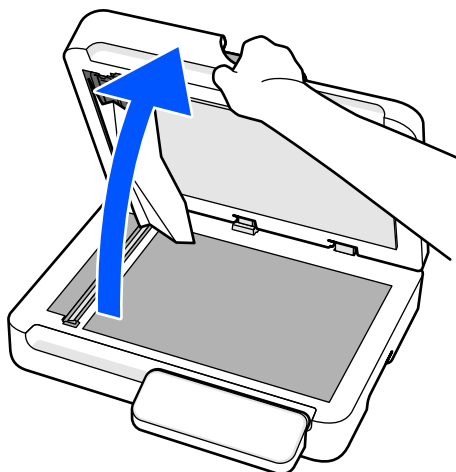
6. Remove any jammed originals.



7. Lower the input tray.



8. Open the document cover.

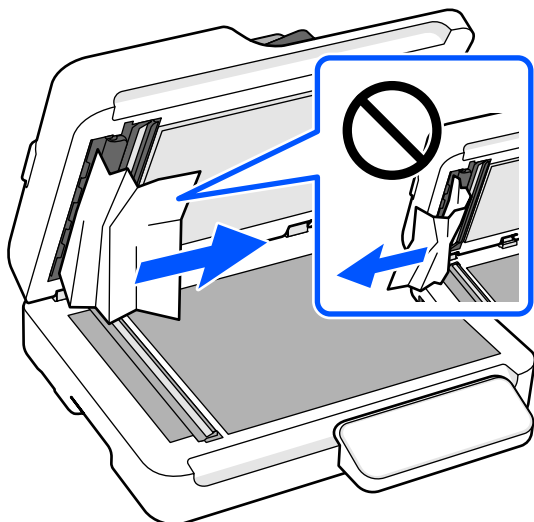


9. Remove any jammed originals.

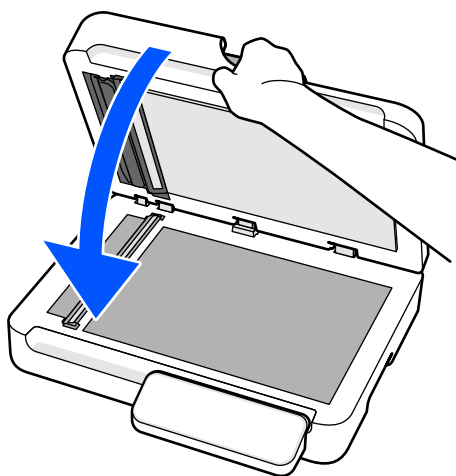


**Important:**

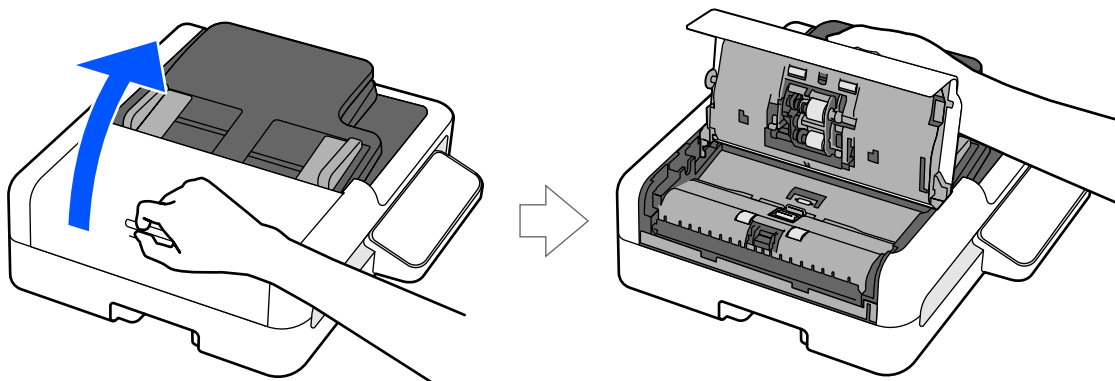
*Remove the jammed originals in the direction shown in the illustration. Otherwise, the original or the ADF may be damaged.*



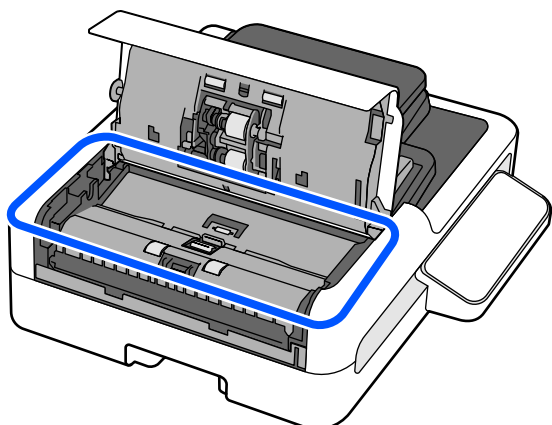
10. Close the document cover.



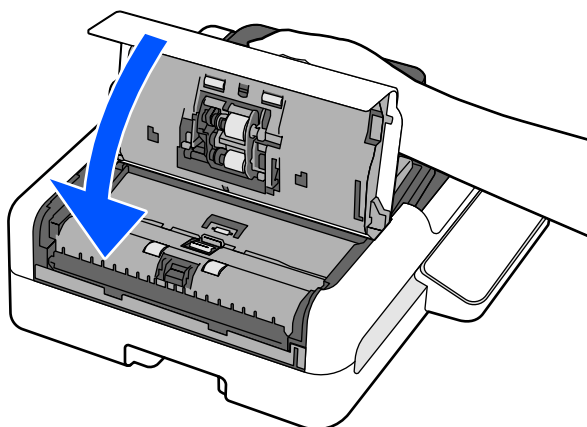
11. Open the ADF cover.



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 180](#)
- ➔ [“Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently” on page 185](#)
- ➔ [“Paper Protection Does not Work Correctly” on page 187](#)
- ➔ [“Types of Originals that Require Attention \(ADF\)” on page 40](#)
- ➔ [“Types of Originals that Must Not be Scanned \(ADF\)” on page 41](#)
- ➔ [“Specifications and Placing of Originals \(ADF\)” on page 42](#)

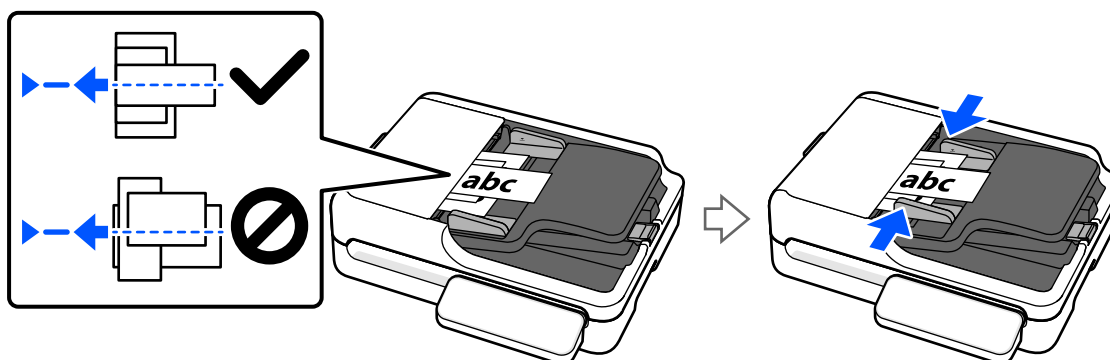
## Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently

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 49](#)

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.
- ☐ When scanning from the control panel (Scan to Features), setting **Add Pages After Scanning** to **On** allows you to add and scan other originals after the initial scan is complete.
- ☐ When you are using Epson Smart Panel, load the next original, and then tap **+Scan** after scanning the first page to display the Edit screen. You can rotate, move, and delete pages on the Edit screen.
- ☐ After scanning, remove the original from the output tray.

### Points to check on the scanner

Clean the ADF.

### [“Cleaning the ADF” on page 154](#)

### Related Information

➔ [“Types of Originals that Require Attention \(ADF\)” on page 40](#)

- ➔ [“Placing a Mixture of Originals at Different Sizes” on page 49](#)
- ➔ [“Cleaning the ADF” on page 154](#)
- ➔ [“Multiple Originals Are Fed \(Double Feed\)” on page 180](#)
- ➔ [“Paper Protection Does not Work Correctly” on page 187](#)

## Paper Protection Does not Work Correctly

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

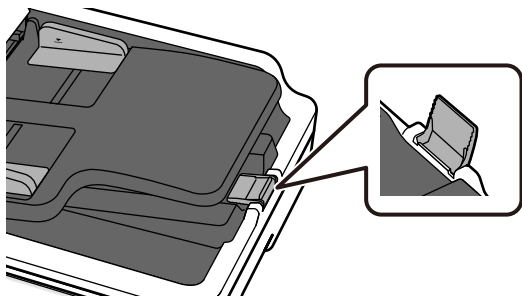
- ☐ If false positives occur frequently, try lowering the level.
- ☐ If your original is damaged, check that this feature is enabled. If it is already enabled, increase the level of protection for the feature.

### Related Information

- ➔ [“Scanner Settings” on page 143](#)
- ➔ [“Setting the Document Protection Feature” on page 151](#)
- ➔ [“Removing Jammed Originals from the Scanner” on page 180](#)

## 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 154](#)

## 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, communication mode, 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

- ➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 115](#)

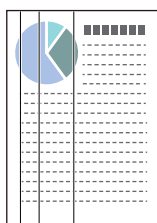
---

## 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 **Settings** on the home screen > **Scanner Settings** > **Glass Dirt Detection**, and then select **On-Low** or **On-High**.

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

[“Cleaning the ADF” on page 154](#)

**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 154](#)
- ➔ [“Setting the Glass Surface Stain Detection Feature” on page 150](#)

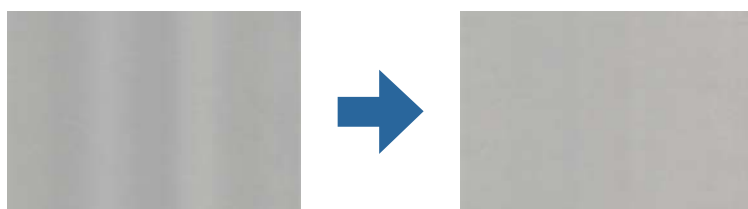
## Alert About Stains Inside the Scanner Still Appears

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 154](#)

## 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.  
Control panel: Enable **Remove Background** in Scan Settings.  
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.  
Control panel: Adjust the **Density** of the scan settings.  
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.  
Control panel: Enable **Text Enhancement** in Scan Settings.  
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.

Control panel: Enable **Text Enhancement** in Scan Settings.

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

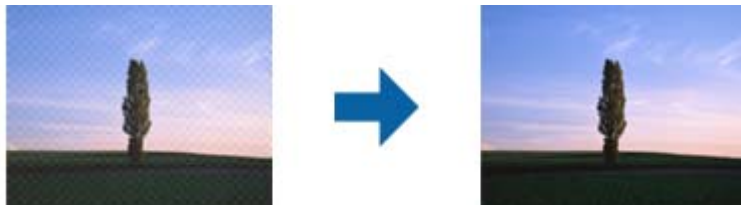
➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 115](#)

## 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**.

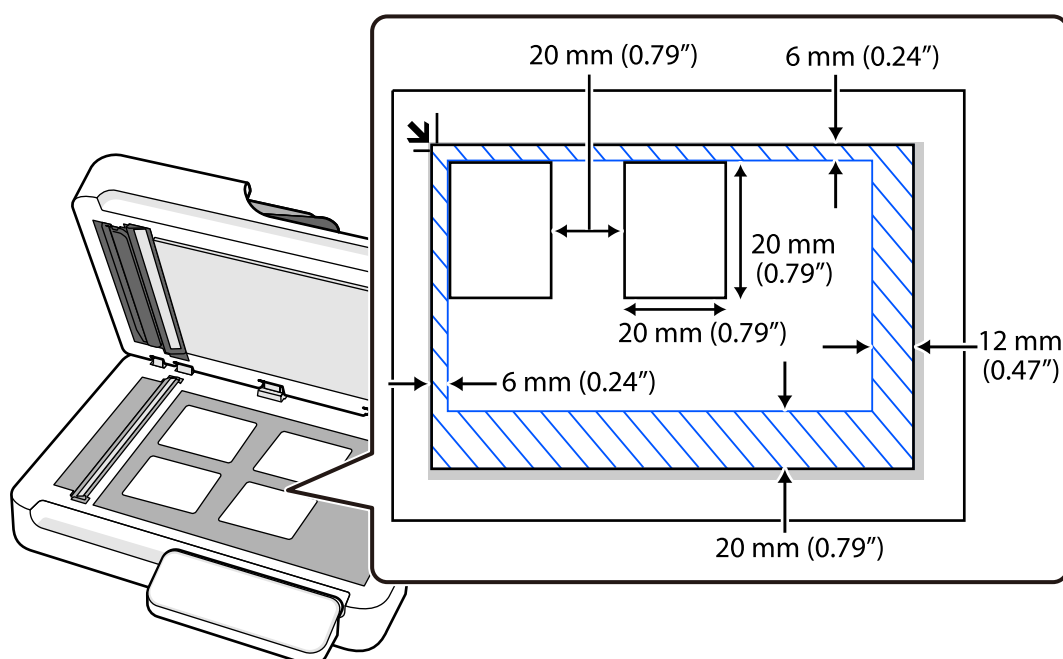
Epson Scan 2: On the **Advanced Settings** tab, select **None** from **Edge Correction**.

### Related Information

- ➡ [“Placing an Original” on page 54](#)

## 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.
- ☐ You can only save multiple originals as separate images when scanning from a computer.  
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

➔ [“Placing Multiple Originals at Once” on page 57](#)

## 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 be 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).*

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## 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/>

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## 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.*

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)

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# Adding or Replacing the Computer or Devices

|                                                                         |     |
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| Connecting to a Scanner that has been Connected to the Network. . . . . | 199 |
| Connecting a Smart Device and Scanner Directly (Wi-Fi Direct). . . . .  | 200 |
| Re-setting the Network Connection. . . . .                              | 202 |
| Checking the Network Connection Status. . . . .                         | 205 |

## Connecting to a Scanner that has been Connected to the Network

When the scanner has already been connected to the network, you can connect a computer or a smart device to the scanner over the network.

### Using a Network Scanner from a Second Computer

We recommend using the installer to connect the scanner to a computer.

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)

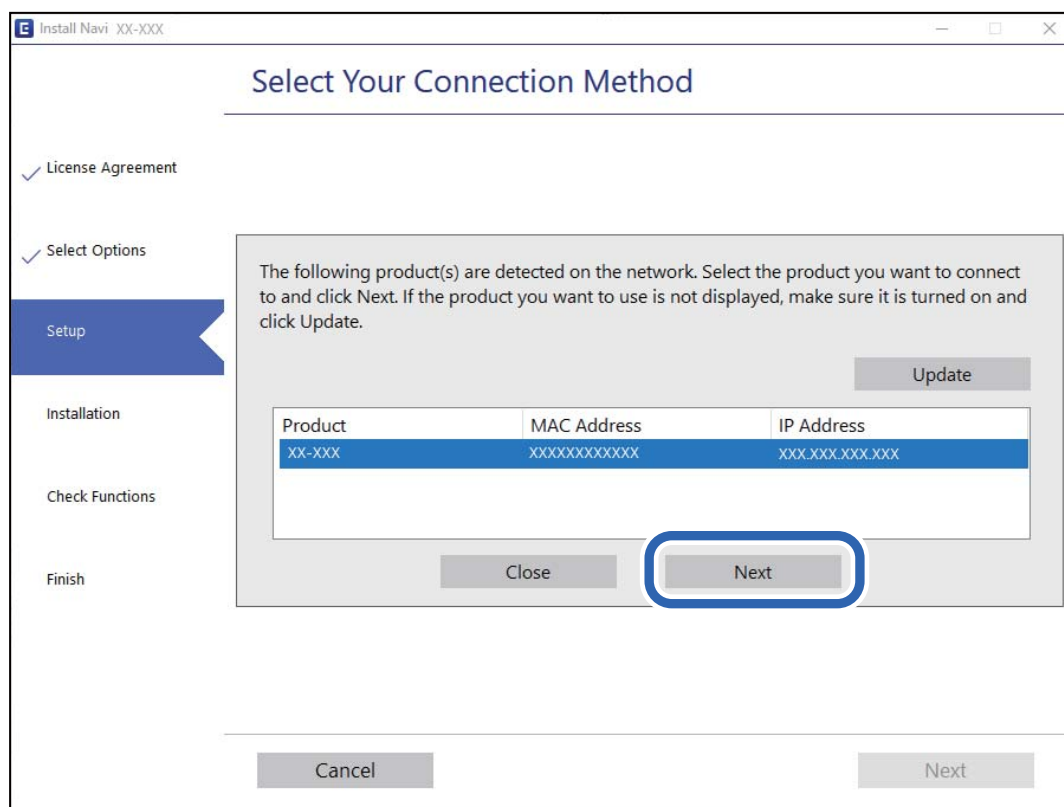
<https://epson.sn> > **Setup** (Other regions)\*

\*You can view the operating instructions in the Web Video Manuals. Access the following URL.

<https://support.epson.net/publist/vlink.php?code=NPD7509>

### Selecting the Scanner

Follow the on-screen instructions until the following screen is displayed, select the scanner name you want to connect to, and then click **Next**.



Follow the on-screen instructions.

## Using a Network Scanner from a Smart Device

You can connect a smart device to the scanner using one of the following methods.

### Connecting over a wireless router

Connect the smart device to the same Wi-Fi network (SSID) as the scanner.

See the following for more details.

[“Making Settings for Connecting to the Smart Device” on page 203](#)

### Connecting by Wi-Fi Direct

Connect the smart device to the scanner directly without a wireless router.

See the following for more details.

[“Connecting a Smart Device and Scanner Directly \(Wi-Fi Direct\)” on page 200](#)

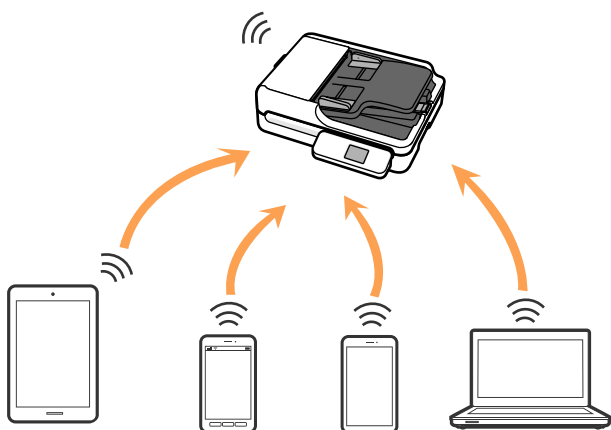
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## Connecting a Smart Device and Scanner Directly (Wi-Fi Direct)

Wi-Fi Direct (Simple AP) allows you to connect a smart device directly to the scanner without a wireless router and scan from the smart device.

### About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the scanner and the computer or smart device directly. In this mode, the scanner acts as an wireless router and you can connect up to 8 devices to the scanner without having to use a standard wireless router. However, devices directly connected to the scanner cannot communicate with each other through the scanner.



The scanner can be connected by Wi-Fi or Ethernet, and Wi-Fi Direct (Simple AP) connection simultaneously. However, if you start a network connection in Wi-Fi Direct (Simple AP) connection when the scanner is connected by Wi-Fi, the Wi-Fi is temporarily disconnected.

## Connecting to a Smart Device using Wi-Fi Direct

This method allows you to connect the scanner directly to smart devices without a wireless router.

1. Select  on the home screen.
2. Select **Wi-Fi Direct**.
3. Select **Start Setup**.
4. Start Epson Smart Panel on your smart device.
5. Follow the instructions displayed on the Epson Smart Panel to connect to your scanner.  
When your smart device is connected to the scanner, go to the next step.
6. On the scanner's control panel, select **Complete**.

## Disconnecting Wi-Fi Direct (Simple AP) Connection

There are two methods available to disable a Wi-Fi Direct (Simple AP) connection; you can disable all connections by using the control panel, or disable each connection from the computer or the smart device.

When you want to disable all connections, select  > **Wi-Fi Direct** > **Start Setup** >  **Disable Wi-Fi Direct**.

### **Important:**

*When Wi-Fi Direct (Simple AP) connection disabled, all computers and smart devices connected to the scanner in Wi-Fi Direct (Simple AP) connection are disconnected.*

### **Note:**

*If you want to disconnect a specific device, disconnect from the device itself instead of the product. Use one of the following methods to disconnect the Wi-Fi Direct (Simple AP) connection from the device.*

- ☐ Disconnect the Wi-Fi connection to the scanner's network name (SSID).
- ☐ Connect to another network name (SSID).

## Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID

When Wi-Fi Direct (simple AP) connection is enabled, you can change the settings from  > **Wi-Fi Direct** > **Start Setup** > , and then the following menu items are displayed.

### **Change Network Name**

Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the scanner to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel. You can enter up to 22 characters.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

### **Change Password**

Change the Wi-Fi Direct (simple AP) password for connecting to the scanner to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel. You can enter 8 to 22 characters.

When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

### **Change Frequency Range**

Change the frequency range of Wi-Fi Direct used for connecting to the scanner. You can select 2.4 GHz or 5 GHz.

When changing the frequency range, all connected devices are disconnected. Re-connect the device.

Note that you cannot re-connect from devices that do not support 5 GHz frequency range when changing to 5 GHz.

This setting may not be displayed depending on your region or country.

### **Disable Wi-Fi Direct**

Disable Wi-Fi Direct (simple AP). When this is disabled, all connected devices are disconnected.

### **Restore Default Settings**

Restore all Wi-Fi Direct (simple AP) settings to their defaults.

The Wi-Fi Direct (simple AP) connection information of the smart device saved to the scanner is deleted.

#### **Note:**

You can also set up from the **Network** tab > **Wi-Fi Direct** on Web Config for the following settings.

- ☐ Enabling or disabling Wi-Fi Direct (simple AP)
- ☐ Changing network name (SSID)
- ☐ Changing the Password
- ☐ Changing the frequency range

*This setting may not be displayed depending on your region or country.*

- ☐ Restoring the Wi-Fi Direct (simple AP) settings

---

## **Re-setting the Network Connection**

This section explains how to make the network connection settings and change the connection method when replacing the wireless router or the computer.

### **When Replacing the Wireless Router**

When you replace the wireless router, make settings for the connection between the computer or the smart device and the scanner.

You need to make these settings if you change your Internet service provider and so on.

## Making Settings for Connecting to the Computer

We recommend using the installer to connect the scanner to a computer.

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)\*

\*You can view the operating instructions in the Web Video Manuals. Access the following URL.

<https://support.epson.net/publist/vlink.php?code=NPD7509>

Follow the on-screen instructions.

## Making Settings for Connecting to the Smart Device

You can use the scanner from a smart device when you connect the scanner to the same Wi-Fi network (SSID) as the smart device.



Install Epson Smart Panel from the following URL or QR code.

**U.S., Canada, and Latin America**



**Other Regions**

<https://support.epson.net/smpdl/>



Start Epson Smart Panel, and then follow the on-screen instructions to set up the scanner.

## When Changing the Computer

When changing the computer, make connection settings between the computer and the scanner.

## Making Settings for Connecting to the Computer

We recommend using the installer to connect the scanner to a computer.

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)\*

\*You can view the operating instructions in the Web Video Manuals. Access the following URL.

<https://support.epson.net/publist/vlink.php?code=NPD7509>

Follow the on-screen instructions.

## Changing the Connection Method to the Computer

This section explains how to change the connection method when the computer and the scanner have been connected.

### Changing from USB to a Network Connection

Use the installer to set up in a different connection method.

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)

#### Selecting Change the Connection Methods

Follow the on-screen instructions.

Select the network connection that you want to use, **Connect via wireless network (Wi-Fi)** or **Connect via wired LAN (Ethernet)**, and then click **Next**.

Follow the on-screen instructions to finish setup.

### Changing the Network Connection from Ethernet to Wi-Fi

Change the Ethernet connection to Wi-Fi connection from the scanner's control panel. The changing connection method is basically the same as the Wi-Fi connection settings.

#### Related Information

➡ [“Making Wi-Fi Settings from the Control Panel” on page 121](#)

## Changing the Network Connection from Wi-Fi to Ethernet

Follow the steps below to change from a Wi-Fi connection to an Ethernet connection.

1. Check the setting information required to connect.  
[“Before Making Network Connection” on page 209](#)
2. Select **Settings** > **Network Settings** > **Advanced** on the scanner's control panel, and then set the required information.  
[“Assigning the IP Address” on page 211](#)  
[“Setting the Proxy Server” on page 212](#)
3. Select **Network Settings** > **Wired LAN Setup**, and then follow the on-screen instructions to disable the wireless LAN connection.
4. Connect the scanner to the network by using a LAN cable, and then check the connection.  
[“Connecting to Ethernet” on page 212](#)

## Making Wi-Fi Settings from the Control Panel

You can make network settings from the scanner's control panel in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can make settings manually.

If the wireless router supports WPS, you can make settings by using push button setup.

After connecting the scanner to the network, connect to the scanner from the device that you want to use (computer, smart device, tablet, and so on.)

### Related Information

- ➔ [“Making Wi-Fi Settings by Entering the SSID and Password” on page 213](#)
- ➔ [“Making Wi-Fi Settings by Push Button Setup \(WPS\)” on page 214](#)
- ➔ [“Making Wi-Fi Settings by PIN Code Setup \(WPS\)” on page 215](#)

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## Checking the Network Connection Status

You can check the network connection status in the following way.

### Checking the Network Connection Status from the Control Panel

You can check the network connection status using the network icon or the network information on the scanner's control panel.

## Checking the Network Connection Status using the Network Icon

You can check the network connection status and strength of the radio wave using the network icon on the scanner's home screen.



|  |                                                                                                                                                                                                             |                                                                                                                                                                                      |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Displays the network connection status.<br>Select the icon to check and change the current settings. This is the shortcut for the following menu.<br><b>Settings &gt; Network Settings &gt; Wi-Fi Setup</b> |                                                                                                                                                                                      |
|  |                                                                                                                                                                                                             | The scanner is not connected to a wireless (Wi-Fi) network.                                                                                                                          |
|  |                                                                                                                                                                                                             | The scanner is searching for SSID, unset IP address, or having a problem with a wireless (Wi-Fi) network.                                                                            |
|  |                                                                                                                                                                                                             | The scanner is connected to a wireless (Wi-Fi) network.<br>The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection. |
|  |                                                                                                                                                                                                             | The scanner is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.                                                                                         |
|  |                                                                                                                                                                                                             | The scanner is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.                                                                                             |
|  |                                                                                                                                                                                                             | The scanner is not connected to a wired (Ethernet) network or unset it.                                                                                                              |
|  |                                                                                                                                                                                                             | The scanner is connected to a wired (Ethernet) network.                                                                                                                              |

## Displaying Detailed Network Information on the Control Panel

When your scanner is connected to the network, you can also view other network-related information by selecting the network menus you want to check.

1. Select **Settings** on the home screen.
2. Select **Network Settings > Network Status**.
3. To check the information, select the menus that you want to check.
  - ☐ **Wired LAN/Wi-Fi Status**  
Displays the network information (device name, connection, signal strength, and so on) for Ethernet or Wi-Fi connections.
  - ☐ **Wi-Fi Direct Status**  
Displays whether Wi-Fi Direct is enabled or disabled, and the SSID, password and so on for Wi-Fi Direct connections.

#### ☐ Email Server Status

Displays the network information for email server.

## Checking the Network of the Computer (Windows only)

By using the command prompt, check the connection status of the computer and the connection path to the scanner. This will lead you to solve the problems.

#### ☐ ipconfig command

Display the connection status of the network interface that is currently used by the computer.

By comparing the setting information with actual communication, you can check whether the connection is correct. In case there are multiple DHCP servers on the same network, you can find out the actual address assigned to the computer, the referred DNS server, etc.

#### ☐ Format : ipconfig /all

#### ☐ Examples :

```

Administrator: Command Prompt

c:\>ipconfig /all

Windows IP Configuration

    Host Name . . . . . : WIN2012R2
    Primary Dns Suffix . . . . . : pubs.net
    Node Type . . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . : pubs.net

Ethernet adapter Ethernet:

    Connection-specific DNS Suffix . . : 
    Description . . . . . : Gigabit Network Connection
    Physical Address. . . . . : xx-xx-xx-xx-xx-xx
    DHCP Enabled. . . . . : No
    Autoconfiguration Enabled . . . . : Yes
    Link-local IPv6 Address . . . . . : fe80::38fb:7546:18a8:d20e%14(Preferred)
    IPv4 Address. . . . . : 192.168.111.10(Preferred)
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.111.1
    DHCPv6 IAID . . . . . : 283142549
    DHCPv6 Client DUID. . . . . : 00-01-00-01-20-40-2F-45-00-1D-73-6A-44-08
    DNS Servers . . . . . : 192.168.111.2
    NetBIOS over Tcpip. . . . . : Enabled

Tunnel adapter isatap.<00000000-ABCD-EFGH-IJK-LMNPQRSTUUV>:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . : 
    Description . . . . . : Microsoft ISATAP Adapter #2
    Physical Address. . . . . : 00-00-00-00-00-00-E0
    DHCP Enabled. . . . . : No
    Autoconfiguration Enabled . . . . : Yes

c:\>_
    
```

#### ☐ pathping command

You can confirm the list of routers passing through the destination host and the routing of communication.

#### ☐ Format : pathping xxx.xxx.xxx.xxx

#### ☐ Examples : pathping 192.0.2.222

```

Administrator: Command Prompt

c:\>pathping 192.168.111.20

Tracing route to EPSONAB12AB [192.168.111.20]
over a maximum of 30 hops:
  0  WIN2012R2.pubs.net [192.168.111.10]
  1  EPSONAB12AB [192.168.111.20]

Computing statistics for 25 seconds...
Hop  RTT      Source to Here   This Node/Link   Address
    Lost/Sent = Pct  Lost/Sent = Pct
  0                               0/ 100 = 0%      WIN2012R2.pubs.net [192.168.111.10]
  1  38ms      0/ 100 = 0%      0/ 100 = 0%      EPSONAB12AB [192.168.111.20]

Trace complete.

c:\>_
    
```

# Administrator Information

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## Connecting the Scanner to the Network

This section explains how to connect the scanner to the network using the scanner's control panel.

**Note:**

*If your scanner and computer are in the same segment, you can also connect using the installer.*

*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)\*

\*You can view the operating instructions in the Web Video Manuals. Access the following URL.

<https://support.epson.net/publist/vlink.php?code=NPD7509>

## Before Making Network Connection

To connect to the network, check the connection method and setting information for connection in advance.

## Gathering Information on the Connection Setting

Prepare the necessary setting information to connect. Check the following information in advance.

| Divisions                    | Items                                                                                                                   | Note                                                                                                                                                                                                                                                                                                                                 |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Device connection method     | <input type="checkbox"/> Ethernet<br><input type="checkbox"/> Wi-Fi                                                     | Decide how to connect the scanner to the network.<br>For Wired LAN, connects to the LAN switch.<br>For Wi-Fi, connects to the network (SSID) of the access point.                                                                                                                                                                    |
| LAN connection information   | <input type="checkbox"/> IP address<br><input type="checkbox"/> Subnet mask<br><input type="checkbox"/> Default gateway | Decide the IP address to assign to the scanner.<br>When you assign the IP address statically, all values are required.<br>When you assign the IP address dynamically using the DHCP function, this information is not required because it is set automatically.                                                                      |
| Wi-Fi connection information | <input type="checkbox"/> SSID<br><input type="checkbox"/> Password                                                      | These are the SSID (network name) and the password of the access point that the scanner connects to.<br>If MAC address filtering has been set, register the MAC address of the scanner in advance to register the scanner.<br>See the following for the supported standards.<br><a href="#">"Network Specifications" on page 259</a> |
| DNS server information       | <input type="checkbox"/> IP address for primary DNS<br><input type="checkbox"/> IP address for secondary DNS            | These are required when specifying DNS servers. The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server.<br>If you are in a small organization and do not set the DNS server, set the IP address of the router.                                                                   |

| Divisions                | Items                                           | Note                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Proxy server information | <input type="checkbox"/> Proxy server name      | <p>Set this when your network environment uses the proxy server to access the internet from the intranet, and you use the function that the scanner directly accesses to the internet.</p> <p>For the following functions, the scanner directly connects to the internet .</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Epson Connect Services</li> <li><input type="checkbox"/> Cloud services of other companies</li> <li><input type="checkbox"/> Firmware updating</li> <li><input type="checkbox"/> Sending scanned images to SharePoint(WebDAV)</li> </ul> |
| Port number information  | <input type="checkbox"/> Port number to release | <p>Check the port number used by the scanner and computer, then release the port that is blocked by a firewall, if necessary.</p> <p>See the following for the port number used by the scanner.</p> <p><a href="#">"Using Port for the Scanner" on page 261</a></p>                                                                                                                                                                                                                                                                                                                     |

## IP Address Assignment

These are the following types of IP address assignment.

### Static IP address:

Assign the predetermined IP address to the scanner (host) manually.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) need to be set manually.

The IP address does not change even when the device is turned off, so this is useful when you want to manage devices with an environment where you cannot change the IP address or you want to manage devices using the IP address. We recommend settings to the scanner, server, etc. that many computers access. Also, when using security features such as IPsec / IP filtering, assign a fixed IP address so that the IP address does not change.

### Automatic assignment by using DHCP function (dynamic IP address):

Assign the IP address automatically to the scanner (host) by using the DHCP function of the DHCP server or router.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) is set automatically, so you can easily connect the device to the network.

If the device or the router is turned off, or depending on the DHCP server settings, IP address may change when re-connecting.

We recommend managing devices other than the IP address and communicating with protocols that can follow the IP address.

#### **Note:**

*When you use the IP address reservation function of the DHCP, you can assign the same IP address to the devices at any time.*

## DNS Server and Proxy Server

The DNS server has a host name, domain name of the email address, etc. in association with the IP address information.

Communication is impossible if the other party is described by host name, domain name, etc. when the computer or the scanner performs IP communication.

Queries the DNS server for that information and gets the IP address of the other party. This process is called name resolution.

Therefore, the devices such as computers and scanners can communicate using the IP address.

Name resolution is necessary for the scanner to communicate using the email function or Internet connection function.

When you use those functions, make the DNS server settings.

When you assign the scanner's IP address by using the DHCP function of the DHCP server or router, it is automatically set.

The proxy server is placed at the gateway between the network and the Internet, and it communicates to the computer, scanner, and Internet (opposite server) on behalf of each of them. The opposite server communicates only to the proxy server. Therefore, scanner information such as the IP address and port number cannot be read and increased security is expected.

When you connect to the Internet via a proxy server, configure the proxy server on the scanner.

## Assigning the IP Address

Set up the basic items such as Host Address, Subnet Mask, Default Gateway.

This section explains the procedure for setting a static IP address.

1. Turn on the scanner.
2. Select **Settings** on the home screen on the scanner's control panel.
3. Select **Network Settings** > **Advanced** > **TCP/IP**.
4. Select **Manual** for **Obtain IP Address**.

When you set the IP address automatically by using the DHCP function of router, select **Auto**. In that case, the **IP Address**, **Subnet Mask**, and **Default Gateway** on step 5 to 6 are also set automatically, so go to step 7.

5. Enter the IP address.

Focus moves to the forward segment or the back segment separated by a period if you select ◀ and ▶.

Confirm the value reflected on the previous screen.

6. Set up the **Subnet Mask** and **Default Gateway**.

Confirm the value reflected on the previous screen.



**Important:**

*If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, **Start Setup** is inactive and cannot proceed with the settings. Confirm that there is no error in the entry.*

7. Enter the IP address for the primary DNS server.

Confirm the value reflected on the previous screen.

**Note:**

When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 9.

8. Enter the IP address for the secondary DNS server.

Confirm the value reflected on the previous screen.

9. Tap **Start Setup**.

## Setting the Proxy Server

Set up the proxy server if both of the following are true.

- ☐ The proxy server is built for Internet connection.
- ☐ When using a function in which a scanner directly connects to the Internet, such as Epson Connect service or another company's cloud services.

1. Select **Settings** on the home screen.

When making settings after IP address setting, the **Advanced** screen is displayed. Go to step 3.

2. Select **Network Settings** > **Advanced**.

3. Select **Proxy Server**.

4. Select **Use for Proxy Server Settings**.

5. Enter the address for the proxy server by IPv4 or FQDN format.

Confirm the value reflected on the previous screen.

6. Enter the port number for the proxy server.

Confirm the value reflected on the previous screen.

7. Tap **Start Setup**.

## Connecting to Ethernet

Connect the scanner to the network by using a LAN cable, and then check the connection.

1. Connect the scanner and hub (LAN switch) by using a LAN cable.

2. Select  on the home screen.

3. Select **Router**.

4. Make sure that the Connection and IP Address settings are correct.

5. Tap **Close**.

## Connecting to the Wireless LAN (Wi-Fi)

You can connect the scanner to the wireless LAN (Wi-Fi) in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can make settings manually.

If the wireless router supports WPS, you can make settings by using push button setup.

After connecting the scanner to the network, connect to the scanner from the device that you want to use (computer, smart device, tablet, and so on.)

### Note when Using a Wi-Fi 5 GHz Connection

This product normally uses W52 (36ch) as the channel when connecting to Wi-Fi Direct (Simple AP). Since the channel for wireless LAN (Wi-Fi) connection is selected automatically, the channel used may differ when used at the same time as a Wi-Fi Direct connection. If the channels differ, data communication with the scanner may be slow. If it does not interfere with use, connect to the SSID in the 2.4 GHz band. In the 2.4 GHz frequency band, the channels used will match.

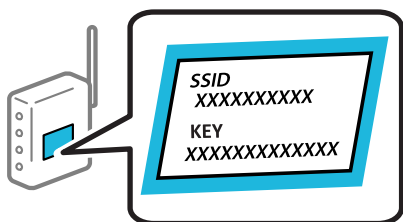
When setting the wireless LAN to 5 GHz, we recommend disabling Wi-Fi Direct.

### Making Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the scanner's control panel. To set up using this method, you need the SSID and password for a wireless router.

**Note:**

*If you are using a wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.*



1. Tap  on the home screen.

2. Select **Router**.

3. Tap **Start Setup**.

If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection**, or **Change Settings** to change the settings.

4. Select **Wi-Fi Setup Wizard**.

- Follow the on-screen instructions to select the SSID, enter the password for the wireless router, and start setup.

If you want to check the network connection status for the scanner after setup is complete, see the related information link below for details.

**Note:**

- ☐ If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label. If you cannot find any information, see the documentation provided with the wireless router.
- ☐ The password is case-sensitive.
- ☐ If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be written "Network Key", "Wireless Password", and so on. If you are using the wireless router with its default settings, use the password written on the label.
- ☐ If you cannot see the SSID you want to connect to, use software or an app to set up the Wi-Fi from your computer or smart device, such as a smartphone or tablet.

**Related Information**

➔ [“Checking the Network Connection Status” on page 205](#)

## Making Wi-Fi Settings by Push Button Setup (WPS)

You can automatically set up a Wi-Fi network by pressing a button on the wireless router. If the following conditions are met, you can set up by using this method.

- ☐ The wireless router is compatible with WPS (Wi-Fi Protected Setup).
- ☐ The current Wi-Fi connection was established by pressing a button on the wireless router.

**Note:**

If you cannot find the button or you are setting up using the software, see the documentation provided with the wireless router.



- Tap  on the home screen.

- Select **Router**.

- Tap **Start Setup**.

If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection**, or **Change Settings** to change the settings.

- Select **Push Button Setup (WPS)**.

- Follow the on-screen instructions.

If you want to check the network connection status for the scanner after setup is complete, see the related information link below for details.

**Note:**

If connection fails, restart the wireless router, move it closer to the scanner, and try again.

**Related Information**

➔ [“Checking the Network Connection Status” on page 205](#)

## Making Wi-Fi Settings by PIN Code Setup (WPS)

You can automatically connect to a wireless router by using a PIN code. You can use this method to set up if an wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.



1. Tap  on the home screen.

2. Select **Router**.

3. Tap **Start Setup**.

If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection**, or **Change Settings** to change the settings.

4. Select **Others > PIN Code Setup (WPS)**.

5. Follow the on-screen instructions.

If you want to check the network connection status for the scanner after setup is complete, see the related information link below for details.

**Note:**

See the documentation provided with your wireless router for details on entering a PIN code.

### Related Information

➔ [“Checking the Network Connection Status” on page 205](#)

## Setting up the IEEE802.11k/v or IEEE802.11r Features

1. Access Web Config, and then select the **Network** tab > **Basic**.

2. Set **IEEE802.11k/v** or **IEEE802.11r** to enabled or disabled.

3. Click **Next**.

The setting confirmation screen is displayed.

4. Click **OK**.

### Related Information

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

---

## Introduction of Product Security Features

This section introduces the security function of the Epson Devices.

| Feature name                           | Feature type                                                            | What to set                                                                                                                                                                               | What to prevent                                                                                                                                                                                                                                                |
|----------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Configuring the Administrator Password | Locks the system settings, such as connection setup for network or USB. | An administrator sets a password to the device.<br><br>You can set or change from both Web Config and the scanner's control panel.                                                        | Prevent from illegally reading and changing the information stored in the device such as ID, password, network settings, and so on. Also, reduce a wide range of security risks such as leakage of information for the network environment or security policy. |
| Setup for external interface           | Controls the interface that connects to the device.                     | Enable or disable the following connections.<br><br><input type="checkbox"/> Connect a USB drive to the external interface USB port<br><br><input type="checkbox"/> PC connection via USB | Prevents unauthorized use of the device by prohibiting scanning without going through the network.                                                                                                                                                             |

## Administrator Settings

### Configuring the Administrator Password

When you set an administrator password, you can prevent users from changing system management settings. The default values are set at the time of purchase. Change them as necessary.

**Note:**

The following provides the default values for the administrator information.

☐ User name (used for Web Config only): None (blank)

☐ Password: Depends on the label attached to product.

If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

You can change the administrator password using either Web Config, the scanner's control panel, or Epson Device Admin. When using Epson Device Admin, see the Epson Device Admin guide or help.

### Changing the Administrator Password Using Web Config

Change the administrator password in Web Config.

1. Access Web Config and select the **Product Security** tab > **Change Administrator Password**.
2. Enter the necessary information in **Current password**, **User Name**, **New Password**, and **Confirm New Password**.

The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

**Note:**

The following provides the default values for the administrator information.

- ☐ User name: none (blank)
- ☐ Password: Depends on the label attached to product.

If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.



**Important:**

Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to request help from service personnel.

3. Select **OK**.

**Related Information**

- ➔ [“Notes on the Administrator Password” on page 13](#)
- ➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## Changing the Administrator Password from the Scanner's Control Panel

You can change the administrator password from the scanner's control panel.

1. Select **Settings** on the scanner's control panel.
2. Select **System Administration > Admin Settings**.
3. Select **Admin Password > Change**.
4. Enter your current password.

**Note:**

The initial administrator password (default) at the time of purchase varies depending on the label attached to the product. If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

5. Enter your new password.

The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.



**Important:**

Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to request help from service personnel.

6. Enter the new password again for confirmation.

A completion message is displayed.

## Using Lock Setting for the Control Panel

You can use Lock Setting to lock the control panel to prevent users from changing items related to system settings.

### Setting Lock Setting from the Control Panel

1. Select **Settings**.
2. Select **System Administration > Admin Settings**.  
When Lock Setting is set, you will be prompted to enter the password.
3. Select **On** or **Off** as the **Lock Setting**.

### Setting Lock Setting from Web Config

1. Select the **Device Management** tab > **Control Panel**.
2. Select **ON** or **OFF** for **Panel Lock**.
3. Click **OK**.

#### Related Information

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

### Lock Setting items on the Settings Menu

This is a list of items that are locked in the **Settings** menu on the control panel by Lock Setting.

✓ : To be locked. - : Not to be locked.

| Settings menu   | Lock Setting |
|-----------------|--------------|
| Start-up Screen | ✓            |
| Basic Settings  | -            |

| Settings menu         |                                                                           | Lock Setting |
|-----------------------|---------------------------------------------------------------------------|--------------|
|                       | LCD Brightness                                                            | -            |
|                       | Sounds                                                                    | -            |
|                       | Sleep Timer                                                               | ✓            |
|                       | Power Off Timer                                                           | ✓            |
|                       | Date/Time Settings                                                        | ✓            |
|                       | Language                                                                  | ✓            |
|                       | Keyboard<br>(This feature may not be available depending on your region.) | -            |
|                       | Operation Time Out                                                        | ✓            |
|                       | PC Connection via USB                                                     | ✓            |
|                       | USB Drive                                                                 | ✓            |
| Scanner Settings      |                                                                           | -            |
|                       | Paper Protection                                                          | ✓            |
|                       | Glass Dirt Detection                                                      | ✓            |
|                       | Add Pages After Scanning Timeout                                          | ✓            |
|                       | Confirm Recipient                                                         | -            |
| User Settings         |                                                                           | ✓            |
| Network Settings      |                                                                           | ✓            |
| Web Service Settings  |                                                                           | ✓            |
| Contacts Manager      |                                                                           | -            |
|                       | Register/Delete                                                           | ✓            |
|                       | Search Options                                                            | -            |
| System Administration |                                                                           | ✓            |
| Device Information    |                                                                           | -            |

| Settings menu                   |                                                                                                             | Lock Setting |
|---------------------------------|-------------------------------------------------------------------------------------------------------------|--------------|
|                                 | Serial Number                                                                                               | -            |
|                                 | Current Version                                                                                             | -            |
|                                 | Total Number of Scans (Scanner Glass)                                                                       | -            |
|                                 | Total Number of Scans (ADF)                                                                                 | -            |
|                                 | Number of 1-Sided Scans (ADF)                                                                               | -            |
|                                 | Number of 2-Sided Scans (ADF)                                                                               | -            |
|                                 | Number of Scans After Regular Cleaning                                                                      | -            |
|                                 |  Reset the Number of Scans | ✓            |
| Scanner Maintenance             |                                                                                                             | -            |
|                                 | Regular Cleaning                                                                                            | -            |
|                                 |  Reset the Number of Scans | ✓            |
|                                 | Glass Cleaning                                                                                              | -            |
| Regular Cleaning Alert Settings |                                                                                                             | ✓            |

## Logging in to the Scanner's Web Config from a Computer

To change scanner settings, you need to log in to Web Config as an administrator.

1. Enter the scanner's IP address into a browser to run Web Config.
2. Click **Log in** at the top-right of the screen. Enter the **User Name** and **Current password**, and then click **OK**.

The following provides the initial values for the Web Config administrator information.

·User name: none (blank)

·Password: Depends on the label attached to product.

If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.

The setting items are displayed when you log in as an administrator.

Click **Log out** at the top-right of the screen to log out.

### Related Information

- ➡ [“Notes on the Administrator Password” on page 13](#)
- ➡ [“How to Run Web Config in a Web Browser” on page 35](#)

---

## Restricting USB Drive and Computer USB Connections

You can disable the interface that is used to connect the device to the scanner. Make the restriction settings to restrict scanning other than via network.

**Note:**

*You can also make settings on the scanner's control panel.*

☐ *Memory Device: **Settings** > **Basic Settings** > **USB Drive***

☐ *PC Connection via USB: **Settings** > **Basic Settings** > **PC Connection via USB***

1. Access Web Config, and then select the **Product Security** tab > **External Interface**.

2. Select **Disable** on the functions you want to set.

Select **Enable** to remove the restriction.

☐ Memory Device

Restricts scanning to USB drives via the external interface USB port.

☐ PC connection via USB

Restricts USB connections to computers.

3. Click **OK**.

4. Check that the disabled port cannot be used.

☐ Memory Device

Confirm that there is no response when connecting a USB drive to the external interface USB port.

☐ PC connection via USB

If the driver was installed on the computer

Connect the scanner to the computer using a USB cable, and then confirm that the scanner does not scan.

If the driver was not installed on the computer

Windows:

Open the device manager and keep it, connect the scanner to the computer using a USB cable, and then confirm that the device manager's display contents stays unchanged.

Mac OS:

Connect the scanner to the computer using a USB cable, and then confirm that you cannot add the scanner from **Printers & Scanners**.

### Related Information

➡ [“How to Run Web Config in a Web Browser” on page 35](#)

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## Enabling Program Verification on Start Up

If you enable the Program Verification feature, the scanner performs verification at start up to check if unauthorized third parties have tampered with the program. If any issues are detected, the scanner does not start.

**Note:**

*Enabling this function increases the scanner's startup time.*

1. Access Web Config, and then select the **Product Security** tab > **Program Verification on Start Up**.

**Note:**

*You can also make settings on the scanner's control panel.*

**Settings > System Administration > Program Verification on Start Up**

2. Select **ON** to enable **Program Verification on Start Up**.
3. Click **OK**.

---

## Disabling Network Scanning from your Computer

You can make the following settings in Web Config to disable network scanning using Epson Scan 2 from your computer.

1. Access Web Config, and then select the **Scan** tab > **Network Scan**.
2. In **Epson Scan 2**, clear the **Enable scanning** check box.
3. Click **Next**.  
The setting confirmation screen is displayed.
4. Click **OK**.

### Related Information

➡ [“How to Run Web Config in a Web Browser” on page 35](#)

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## Enabling or Disabling WSD Scan

**Note:**

*You can also make settings on the scanner's control panel. Select **Settings > System Administration > WSD Settings**.*

You can enable or disable WSD scan.

If you do not want your computer to configure the scanner as a WSD scanning device, disable the WSD settings.

1. Access Web Config, and then select the **Network Security** tab > **Protocol**.
2. In **WSD Settings**, change the **Enable WSD** check box.
3. Click **Next**.  
The setting confirmation screen is displayed.
4. Click **OK**.

**Note:**

*If your computer still configures the scanner as a WSD scanning device, select the **Scan** tab > **Network Scan**, and then clear the **Enable scanning** check box in **AirPrint**.*

*If AirPrint is disabled, Mopria scanning from Chromebooks, Windows, and the Mopria Scan app is also disabled.*

## Related Information

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

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# Monitoring a Remote Scanner

## Checking Information for a Remote Scanner

You can check the following information of the operating scanner from **Status** by using Web Config.

☐ Product Status

Check the status, product number, MAC address, etc.

☐ Network Status

Check the information of the network connection status, IP address, DNS server, etc.

☐ Usage Status

Check the first day of scanning, scanning count, and so on.

☐ Hardware Status

Check the status of each function of the scanner.

☐ Panel Snapshot

Displays a snapshot of the screen displayed on the scanner's control panel.

## Receiving Email Notifications When Events Occur

### About Email Notifications

This is the notification function that, when events such as scanning stop and scanner error occur, send the email to the specified address.

You can register up to five destinations and set the notification settings for each destination.

To use this function, you need to set up the mail server before setting up notifications.

### Configuring Email Notification

Configure email notification by using Web Config.

1. Access Web Config and select the **Device Management** tab > **Email Notification**.
2. Set the subject of email notification.

Select the contents displayed on the subject from the two pull-down menus.

  - ☐ The selected contents are displayed next to **Subject**.
  - ☐ The same contents cannot be set on left and right.
  - ☐ When the number of characters in **Location** exceeds 32 bytes, characters exceeding 32 bytes are omitted.

3. Enter the email address for sending the notification email.

Use A-Z a-z 0-9 ! # \$ % & ' \* + - . / = ? ^ \_ { | } ~ @, and enter between 1 and 255 characters.

4. Select the language for the email notifications.

5. Select the check box on the event for which you want to receive a notification.

The number of **Notification Settings** is linked to the destination number of **Email Address Settings**.

Example :

If you want to send a notification to the email address set for number 1 in **Email Address Settings** when the admin password is changed, select the check box for column **1** on the line **Administrator password changed**.

6. Click **OK**.

Confirm that an email notification will be sent by causing an event.

Example : The administrator password has been changed.

### Related Information

➡ [“How to Run Web Config in a Web Browser” on page 35](#)

### Items for Email Notification

| Items                          | Settings and Explanation                                          |
|--------------------------------|-------------------------------------------------------------------|
| Administrator password changed | Notice when administrator password has been changed.              |
| Scanner error                  | Notice when the scanner error has occurred.                       |
| Wi-Fi failure                  | Notice when the error of the wireless LAN interface has occurred. |

## Using Web Config to Control the Scanner's Power Supply

If your computer is remote from the scanner, you can still use Web Config to turn off or restart the scanner.

1. Access Web Config, and then select the **Device Management** tab > **Power**.
2. Select **Power Off** or **Reboot**.
3. Click **Execute**.

---

## Backing Up the Settings

You can export the setting value set from Web Config to the file. You can use it for backing up the setting values, replacing the scanner, etc.

The exported file cannot be edited because it is exported as a binary file.

## Export the settings

Export the setting for the scanner.

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.

2. Select the settings that you want to export.

Select the settings you want to export. If you select the parent category, subcategories are also selected.

However, subcategories that cause errors by duplicating within the same network (such as IP addresses and so on) cannot be selected.

3. Enter a password to encrypt the exported file.

You need the password to import the file. Leave this blank if you do not want to encrypt the file.

4. Click **Export**.



**Important:**

*If you want to export the scanner's network settings such as the device name and IPv6 address, select **Enable to select the individual settings of device** and select more items. Only use the selected values for the replacement scanner.*

### Related Information

➡ [“How to Run Web Config in a Web Browser” on page 35](#)

## Import the settings

Import the exported Web Config file to the scanner.



**Important:**

*When importing values that include individual information such as a scanner name or IP address, make sure the same IP address does not exist on the same network.*

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Import**.

2. Select the exported file, and then enter the encrypted password.

3. Click **Next**.

4. Select the settings that you want to import, and then click **Next**.

5. Click **OK**.

The settings are applied to the scanner.

### Related Information

➡ [“How to Run Web Config in a Web Browser” on page 35](#)

## Restoring the Default Settings

You can select network settings or other settings stored on the scanner to restore them to their defaults.

1. Access Web Config, and then select the **Device Management** tab > **Restore Default Settings**.

**Note:**

*You can also make settings on the scanner's control panel.*

**Settings > System Administration > Restore Default Settings**

2. Select the items you want to restore.

3. Click **Execute**.

Finally, follow the on-screen instructions.

## Advanced Security Settings

This section explains advanced security features.

### Security Settings and Prevention of Danger

When a scanner is connected to a network, you can access it from a remote location. In addition, many people can share the scanner, which is helpful in improving operational efficiency and convenience. However, risks such as illegal access, illegal use, and tampering with data are increased. If you use the scanner in an environment where you can access the Internet, the risks are even higher.

For scanners that do not have access protection from the outside, it will be possible to read the contacts that are stored in the scanner from the Internet.

In order to avoid this risk, Epson scanners have a variety of security technologies.

Set the scanner as necessary according to the environmental conditions that have been built with the customer's environment information.

| Name                   | Feature type                                                                                                                                                                                                                               | What to set                                                                         | What to prevent                                                                                                                                                                                                                                                         |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Control of protocol    | Controls the protocols and services to be used for communication between scanners and computers, and it enables and disables features.                                                                                                     | A protocol or service that is applied to features allowed or prohibited separately. | Reducing security risks that may occur through unintended use by preventing users from using unnecessary functions.                                                                                                                                                     |
| SSL/TLS communications | The communication content is encrypted with SSL/TLS communications when accessing to the Epson server on the Internet from the scanner, such as communicating to the computer via web browser, using Epson Connect, and updating firmware. | Obtain a CA-signed certificate, and then import it to the scanner.                  | Clearing an identification of the scanner by the CA-signed certification prevents impersonation and unauthorized access. In addition, communication contents of SSL/TLS are protected, and it prevents the leakage of contents for scanning data and setup information. |

| Name               | Feature type                                                                                                                                                                                                                                 | What to set                                                                                                | What to prevent                                                                                   |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| IPsec/IP filtering | You can set to allow severing and cutting off of data that is from a certain client or is a particular type. Since IPsec protects the data by IP packet unit (encryption and authentication), you can safely communicate unsecured protocol. | Create a basic policy and individual policy to set the client or type of data that can access the scanner. | Protect unauthorized access, and tampering and interception of communication data to the scanner. |
| IEEE802.1X         | Only allows authenticated users to connect to the network. Allows only a permitted user to use the scanner.                                                                                                                                  | Authentication setting to the RADIUS server (authentication sever).                                        | Protect unauthorized access and use to the scanner.                                               |

## Security Feature Settings

When setting IPsec/IP filtering or IEEE802.1X, it is recommended that you access Web Config using SSL/TLS to communicate settings information in order to reduce security risks such as tampering or interception.

Make sure you configure the administrator password before setting IPsec/IP filtering or IEEE802.1X.

## Controlling Using Protocols

You can scan using a variety of pathways and protocols. Also, you can use network scanning from an unspecified number of network computers.

You can lower unintended security risks by restricting scanning from specific pathways or by controlling the available functions.

## Controlling protocols

Configure the protocol settings supported by the scanner.

1. Access Web Config and then select the **Network Security** tab > **Protocol**.
2. Configure each item.
3. Click **Next**.
4. Click **OK**.

The settings are applied to the scanner.

### Related Information

➡ [“How to Run Web Config in a Web Browser” on page 35](#)

## Protocols you can Enable or Disable

| Protocol            | Description                                                                                                                                 |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Bonjour Settings    | You can specify whether to use Bonjour. Bonjour is used to search for devices, scan, and so on.                                             |
| SLP Settings        | You can enable or disable the SLP function. SLP is used for push scanning and network searching in EpsonNet Config.                         |
| WSD Settings        | You can enable or disable the WSD function. When this is enabled, you can add WSD devices, and scan from the WSD port.                      |
| LLTD Settings       | You can enable or disable the LLTD function. When this is enabled, it is displayed on the Windows network map.                              |
| LLMNR Settings      | You can enable or disable the LLMNR function. When this is enabled, you can use name resolution without NetBIOS even if you cannot use DNS. |
| SNMPv1/v2c Settings | You can specify whether or not to enable SNMPv1/v2c. This is used to set up devices, monitoring, and so on.                                 |
| SNMPv3 Settings     | You can specify whether or not to enable SNMPv3. This is used to set up encrypted devices, monitoring, etc.                                 |

## Protocol Setting Items

### Bonjour Settings

| Item                 | Settings and Explanation                                  |
|----------------------|-----------------------------------------------------------|
| Use Bonjour          | Select this to search for or use devices through Bonjour. |
| Bonjour Name         | Displays the Bonjour name.                                |
| Bonjour Service Name | Displays the Bonjour service name.                        |
| Location             | Displays the Bonjour location name.                       |
| Wide-Area Bonjour    | Set whether to use Wide-Area Bonjour.                     |

### SLP Settings

| Item       | Settings and Explanation                                                                           |
|------------|----------------------------------------------------------------------------------------------------|
| Enable SLP | Select this to enable the SLP function.<br>This is used with network searching in EpsonNet Config. |

### WSD Settings

| Item                   | Settings and Explanation                                                           |
|------------------------|------------------------------------------------------------------------------------|
| Enable WSD             | Select this to enable adding devices using WSD and scan from the WSD port.         |
| Scanning Timeout (sec) | Enter the communication timeout value for WSD scanning between 3 to 3,600 seconds. |

| Item        | Settings and Explanation        |
|-------------|---------------------------------|
| Device Name | Displays the WSD device name.   |
| Location    | Displays the WSD location name. |

#### LLTD Settings

| Item        | Settings and Explanation                                                         |
|-------------|----------------------------------------------------------------------------------|
| Enable LLTD | Select this to enable LLTD. The scanner is displayed in the Windows network map. |
| Device Name | Displays the LLTD device name.                                                   |

#### LLMNR Settings

| Item         | Settings and Explanation                                                                                                   |
|--------------|----------------------------------------------------------------------------------------------------------------------------|
| Enable LLMNR | Select this to enable LLMNR. When this is enabled, you can use name resolution without NetBIOS even if you cannot use DNS. |

#### SNMPv1/v2c Settings

| Item                          | Settings and Explanation                                                                            |
|-------------------------------|-----------------------------------------------------------------------------------------------------|
| Enable SNMPv1/v2c             | Select to enable SNMPv1/v2c.                                                                        |
| Access Authority              | Set the access authority when SNMPv1/v2c is enabled. Select <b>Read Only</b> or <b>Read/Write</b> . |
| Community Name (Read Only)    | Enter within 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.        |
| Community Name (Read/Write)   | Enter within 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.        |
| Allow access from Epson tools | Set whether to allow writing from Epson tools such as Epson Device Admin.                           |

#### SNMPv3 Settings

| Item                    |                  | Settings and Explanation                                                                                                                                        |
|-------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable SNMPv3           |                  | SNMPv3 is enabled when the box is checked.                                                                                                                      |
| User Name               |                  | Enter between 1 and 32 characters using 1 byte characters.                                                                                                      |
| Authentication Settings |                  |                                                                                                                                                                 |
|                         | Algorithm        | Select an algorithm for an authentication for SNMPv3.                                                                                                           |
|                         | Password         | Enter the password for an authentication for SNMPv3.<br><br>Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank. |
|                         | Confirm Password | Enter the password you configured for confirmation.                                                                                                             |

| Item                |                  | Settings and Explanation                                                                                                                                                  |
|---------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Encryption Settings |                  |                                                                                                                                                                           |
|                     | Algorithm        | Select an algorithm for an encryption.                                                                                                                                    |
|                     | Password         | Enter the password for an encryption.<br>Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.                              |
|                     | Confirm Password | Enter the password you configured for confirmation.                                                                                                                       |
| Context Name        |                  | Enter within 32 characters in Unicode (UTF-8). If you do not specify this, leave it blank. The number of characters that can be entered varies depending on the language. |

## Using a Digital Certificate

### About Digital Certification

#### ☐ CA-signed Certificate

This is a certificate signed by the CA (Certificate Authority.) You can obtain it to apply to the Certificate Authority. This certificate certifies the existence of the scanner is and used for SSL/TLS communication so that you can ensure the safety of data communication.

When it is used for SSL/TLS communication, it is used as a server certificate.

When it is set to IPsec/IP Filtering or IEEE802.1x communication, it is used as a client certificate.

#### ☐ CA Certificate

This is a certificate that is in chain of the CA-signed Certificate, also called the intermediate CA certificate. It is used by the web browser to validate the path of the scanner's certificate when accessing the server of the other party or Web Config.

For the CA Certificate, set when to validate the path of server certificate accessing from the scanner. For the scanner, set to certify the path of the CA-signed Certificate for SSL/TLS connection.

You can obtain the CA certificate of the scanner from the Certification Authority where the CA certificate is issued.

Also, you can obtain the CA certificate used to validate the server of the other party from the Certification Authority that issued the CA-signed Certificate of the other server.

#### ☐ Self-signed Certificate

This is a certificate that the scanner signs and issues itself. It is also called the root certificate. Because the issuer certifies itself, it is not reliable and cannot prevent impersonation.

Use it when making the security setting and performing simple SSL/TLS communication without the CA-signed Certificate.

If you use this certificate for an SSL/TLS communication, a security alert may be displayed on a web browser because the certificate is not registered on a web browser. You can use the Self-signed Certificate only for an SSL/TLS communication.

## Configuring a CA-signed Certificate

### Obtaining a CA-signed Certificate

To obtain a CA-signed certificate, create a CSR (Certificate Signing Request) and apply it to certificate authority. You can create a CSR using Web Config and a computer.

Follow the steps to create a CSR and obtain a CA-signed certificate using Web Config. When creating a CSR using Web Config, a certificate is the PEM/DER format.

1. Access Web Config, and then select the **Network Security** tab. Next, select **SSL/TLS > Certificate** or **IPsec/IP Filtering > Client Certificate** or **IEEE802.1X > Client Certificate**.

Whatever you choose, you can obtain the same certificate and use it in common.

2. Click **Generate** of **CSR**.

A CSR creating page is opened.

3. Enter a value for each item.

**Note:**

*Available key length and abbreviations vary by a certificate authority. Create a request according to rules of each certificate authority.*

4. Click **OK**.

A completion message is displayed.

5. Select the **Network Security** tab. Next, select **SSL/TLS > Certificate**, or **IPsec/IP Filtering > Client Certificate** or **IEEE802.1X > Client Certificate**.

6. Click one of the download buttons of **CSR** according to a specified format by each certificate authority to download a CSR to a computer.



**Important:**

*Do not generate a CSR again. If you do so, you may not be able to import an issued CA-signed Certificate.*

7. Send the CSR to a certificate authority and obtain a CA-signed Certificate.

Follow the rules of each certificate authority on sending method and form.

8. Save the issued CA-signed Certificate to a computer connected to the scanner.

Obtaining a CA-signed Certificate is complete when you save a certificate to a destination.

### Related Information

➡ [“How to Run Web Config in a Web Browser” on page 35](#)

### CSR Setting Items

| Items      | Settings and Explanation       |
|------------|--------------------------------|
| Key Length | Select a key length for a CSR. |

| Items                                                       | Settings and Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Name                                                 | <p>You can enter between 1 and 128 characters. If this is an IP address, it should be a static IP address. You can enter 1 to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs by separating them with commas.</p> <p>The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject.</p> <p>Example:</p> <p>Scanner's IP address : 192.0.2.123, Scanner name : EPSONA1B2C3</p> <p>Common Name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123</p> |
| Organization/ Organizational Unit/ Locality/ State/Province | You can enter between 0 and 64 characters in ASCII (0x20-0x7E). You can divide distinguished names with commas.                                                                                                                                                                                                                                                                                                                                                                                                |
| Country                                                     | Enter a country code in two-digit number specified by ISO-3166.                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Sender's Email Address                                      | You can enter the sender's email address for the mail server setting. Enter the same email address as the <b>Sender's Email Address</b> for the <b>Network</b> tab > <b>Email Server</b> > <b>Basic</b> .                                                                                                                                                                                                                                                                                                      |

### Importing a CA-signed Certificate

Import the obtained CA-signed Certificate to the scanner.



**Important:**

- ☐ Make sure that the scanner's date and time is set correctly. Certificate may be invalid.
- ☐ If you obtain a certificate using a CSR created from Web Config, you can import a certificate one time.

1. Access Web Config and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate**, or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.

2. Click **Import**

A certificate importing page is opened.

3. Enter a value for each item. Set **CA Certificate 1** and **CA Certificate 2** when verifying the path of the certificate on the web browser that accesses the scanner.

Depending on where you create a CSR and the file format of the certificate, required settings may vary. Enter values to required items according to the following.

- ☐ A certificate of the PEM/DER format obtained from Web Config
  - ☐ **Private Key:** Do not configure because the scanner contains a private key.
  - ☐ **Password:** Do not configure.
  - ☐ **CA Certificate 1/CA Certificate 2:** Optional
- ☐ A certificate of the PEM/DER format obtained from a computer
  - ☐ **Private Key:** You need to set.
  - ☐ **Password:** Do not configure.
  - ☐ **CA Certificate 1/CA Certificate 2:** Optional

- ☐ A certificate of the PKCS#12 format obtained from a computer
  - ☐ **Private Key:** Do not configure.
  - ☐ **Password:** Optional
  - ☐ **CA Certificate 1/CA Certificate 2:** Do not configure.

4. Click **OK**.

A completion message is displayed.

**Note:**

Click **Confirm** to verify the certificate information.

## Related Information

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## CA-signed Certificate Importing Setting Items

| Items                                    | Settings and Explanation                                                                                                                                                                                   |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server Certificate or Client Certificate | Select a certificate's format.<br>For SSL/TLS connection, the Server Certificate is displayed.<br>For IPsec/IP Filtering or IEEE802.1x, the Client Certificate is displayed.                               |
| Private Key                              | If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that is match a certificate.                                                          |
| Password                                 | If the file format is <b>Certificate with Private Key (PKCS#12)</b> , enter the password for encrypting the private key that is set when you obtain the certificate.                                       |
| CA Certificate 1                         | If your certificate's format is <b>Certificate (PEM/DER)</b> , import a certificate of a certificate authority that issues a CA-signed Certificate used as server certificate. Specify a file if you need. |
| CA Certificate 2                         | If your certificate's format is <b>Certificate (PEM/DER)</b> , import a certificate of a certificate authority that issues CA Certificate 1. Specify a file if you need.                                   |

## Deleting a CA-signed Certificate

You can delete an imported certificate when the certificate has expired or when an encrypted connection is no longer necessary.



**Important:**

*If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. In this case, create a CSR and obtain a certificate again.*

1. Access Web Config, and then select the **Network Security** tab. Next, select **SSL/TLS > Certificate** or **IPsec/IP Filtering > Client Certificate** or **IEEE802.1X > Client Certificate**.
2. Click **Delete**.
3. Confirm that you want to delete the certificate in the message displayed.

## Related Information

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## Updating a Self-signed Certificate

Because the Self-signed Certificate is issued by the scanner, you can update it when it has expired or when the content described changes.

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Certificate**.
2. Click **Update**.
3. Enter **Common Name**.

You can enter up to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs between 1 to 128 characters and separating them with commas. The first parameter is stored to the common name, and the others are stored to the alias field for the subject of the certificate.

Example:

Scanner's IP address : 192.0.2.123, Scanner name : EPSONA1B2C3

Common name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123

4. Specify a validity period for the certificate.
5. Click **Next**.
6. Click **OK**.

A confirmation message is displayed.

The scanner is updated.

### **Note:**

You can check the certificate information from **Network Security** tab > **SSL/TLS** > **Certificate** > **Self-signed Certificate** and click **Confirm**.

## Related Information

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## Configuring a CA Certificate

When you set the CA Certificate, you can validate the path to the CA certificate of the server that the scanner accesses. This can prevent impersonation.

You can obtain the CA Certificate from the Certification Authority where the CA-signed Certificate is issued.

### **Importing a CA Certificate**

Import the CA Certificate to the scanner.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Import**.

3. Specify the CA Certificate you want to import.
4. Click **OK**.

When importing is complete, you are returned to the **CA Certificate** screen, and the imported CA Certificate is displayed.

#### **Related Information**

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

#### ***Deleting a CA Certificate***

You can delete the imported CA Certificate.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Delete** next to the CA Certificate that you want to delete.
3. Confirm that you want to delete the certificate in the message displayed.
4. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

#### **Related Information**

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## **SSL/TLS Communication with the Scanner**

When the server certificate is set using SSL/TLS (Secure Sockets Layer/Transport Layer Security) communication to the scanner, you can encrypt the communication path between computers. Do this if you want to prevent remote and unauthorized access.

### **Configuring Basic SSL/TLS Settings**

If the scanner supports the HTTPS server feature, you can use an SSL/TLS communication to encrypt communications. You can configure and manage the scanner using Web Config while ensuring security.

Configure encryption strength and redirect feature.

1. Access Web Config, select the **Network Security** tab > **SSL/TLS** > **Basic**.
2. Set each item.
  - ☐ **Encryption Strength**  
Select the level of encryption strength.
  - ☐ **Redirect HTTP to HTTPS**  
Redirect to HTTPS when HTTP is accessed.
  - ☐ **TLS1.0/TLS1.1/TLS1.2**  
Select whether to enable or disable each version.

3. Click **Next**.

The setting confirmation screen is displayed.

4. Click **OK**.

The settings are applied to the scanner.

#### **Related Information**

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## **Configuring a Server Certificate for the Scanner**

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Certificate**.

2. Specify a certificate to use on **Server Certificate**.

- ☐ Self-signed Certificate

A self-signed certificate has been generated by the scanner. If you do not obtain a CA-signed certificate, select this.

- ☐ CA-signed Certificate

If you obtain and import a CA-signed certificate in advance, you can specify this.

3. Click **Next**.

A confirmation message is displayed.

4. Click **OK**.

The scanner is updated.

#### **Related Information**

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## **Encrypted Communication Using IPsec/IP Filtering**

### **About IPsec/IP Filtering**

You can filter traffic based on IP addresses, services, and port by using IPsec/IP Filtering function. By combining of the filtering, you can configure the scanner to accept or block specified clients and specified data. Additionally, you can improve security level by using an IPsec.

#### **Note:**

*Computers that run Windows Vista or later or Windows Server 2008 or later support IPsec.*

### **Configuring Default Policy**

To filter traffic, configure the default policy. The default policy applies to every user or group connecting to the scanner. For more fine-grained control over users and groups of users, configure group policies.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Enter a value for each item.
3. Click **Next**.  
A confirmation message is displayed.
4. Click **OK**.  
The scanner is updated.

**Related Information**

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

**Default Policy Setting Items****Default Policy**

| Items              | Settings and Explanation                                 |
|--------------------|----------------------------------------------------------|
| IPsec/IP Filtering | You can enable or disable an IPsec/IP Filtering feature. |

☐ **Access Control**

Configure a control method for traffic of IP packets.

| Items         | Settings and Explanation                                        |
|---------------|-----------------------------------------------------------------|
| Permit Access | Select this to permit configured IP packets to pass through.    |
| Refuse Access | Select this to refuse configured IP packets to pass through.    |
| IPsec         | Select this to permit configured IPsec packets to pass through. |

### ☐ IKE Version

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the scanner is connected to.

#### ☐ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

| Items                  | Settings and Explanation                                                                                                    |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Authentication Method  | To select <b>Certificate</b> , you need to obtain and import a CA-signed certificate in advance.                            |
| Pre-Shared Key         | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , enter a pre-shared key between 1 and 127 characters. |
| Confirm Pre-Shared Key | Enter the key you configured for confirmation.                                                                              |

#### ☐ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

| Items |                        | Settings and Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local | Authentication Method  | To select <b>Certificate</b> , you need to obtain and import a CA-signed certificate in advance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|       | ID Type                | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , select the type of ID for the scanner.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|       | ID                     | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br><b>Distinguished Name</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br><b>IP Address</b> : Enter IPv4 or IPv6 format.<br><b>FQDN</b> : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br><b>Email Address</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br><b>Key ID</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
|       | Pre-Shared Key         | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , enter a pre-shared key between 1 and 127 characters.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|       | Confirm Pre-Shared Key | Enter the key you configured for confirmation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Items  |                        | Settings and Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Remote | Authentication Method  | To select <b>Certificate</b> , you need to obtain and import a CA-signed certificate in advance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|        | ID Type                | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , select the type of ID for the device that you want to authenticate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|        | ID                     | <p>Enter the scanner's ID that matches to the type of ID.</p> <p>You cannot use "@", "#", and "=" for the first character.</p> <p><b>Distinguished Name</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".</p> <p><b>IP Address</b> : Enter IPv4 or IPv6 format.</p> <p><b>FQDN</b> : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).</p> <p><b>Email Address</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".</p> <p><b>Key ID</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.</p> |
|        | Pre-Shared Key         | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , enter a pre-shared key between 1 and 127 characters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|        | Confirm Pre-Shared Key | Enter the key you configured for confirmation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

#### ☐ Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

| Items          | Settings and Explanation                                                                                                                                                                                                                                                                                             |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transport Mode | If you only use the scanner on the same LAN, select this. IP packets of layer 4 or later are encrypted.                                                                                                                                                                                                              |
| Tunnel Mode    | <p>If you use the scanner on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted.</p> <p><b>Remote Gateway(Tunnel Mode)</b>: If you select <b>Tunnel Mode</b> for <b>Encapsulation</b>, enter a gateway address between 1 and 39 characters.</p> |

#### ☐ Security Protocol

If you select **IPsec** for **Access Control**, select an option.

| Items | Settings and Explanation                                                                                                     |
|-------|------------------------------------------------------------------------------------------------------------------------------|
| ESP   | Select this to ensure the integrity of an authentication and data, and encrypt data.                                         |
| AH    | Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec. |

### ❑ Algorithm Settings

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

| Items |                | Settings and Explanation                                                                                                     |
|-------|----------------|------------------------------------------------------------------------------------------------------------------------------|
| IKE   | Encryption     | Select the encryption algorithm for IKE.<br>The items vary depending on the version of IKE.                                  |
|       | Authentication | Select the authentication algorithm for IKE.                                                                                 |
|       | Key Exchange   | Select the key exchange algorithm for IKE.<br>The items vary depending on the version of IKE.                                |
| ESP   | Encryption     | Select the encryption algorithm for ESP.<br>This is available when <b>ESP</b> is selected for <b>Security Protocol</b> .     |
|       | Authentication | Select the authentication algorithm for ESP.<br>This is available when <b>ESP</b> is selected for <b>Security Protocol</b> . |
| AH    | Authentication | Select the encryption algorithm for AH.<br>This is available when <b>AH</b> is selected for <b>Security Protocol</b> .       |

## Configuring Group Policy

A group policy is one or more rules applied to a user or user group. The scanner controls IP packets that match with configured policies. IP packets are authenticated in the order of a group policy 1 to 10 then a default policy.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Click a numbered tab you want to configure.
3. Enter a value for each item.
4. Click **Next**.  
A confirmation message is displayed.
5. Click **OK**.  
The scanner is updated.

### Group Policy Setting Items

| Items                    | Settings and Explanation                  |
|--------------------------|-------------------------------------------|
| Enable this Group Policy | You can enable or disable a group policy. |

### Access Control

Configure a control method for traffic of IP packets.

| Items         | Settings and Explanation                                        |
|---------------|-----------------------------------------------------------------|
| Permit Access | Select this to permit configured IP packets to pass through.    |
| Refuse Access | Select this to refuse configured IP packets to pass through.    |
| IPsec         | Select this to permit configured IPsec packets to pass through. |

### Local Address (Scanner)

Select an IPv4 address or IPv6 address that matches your network environment. If an IP address is assigned automatically, you can select **Use auto-obtained IPv4 address**.

**Note:**

*If an IPv6 address is assigned automatically, the connection may be unavailable. Configure a static IPv6 address.*

### Remote Address(Host)

Enter a device's IP address to control access. The IP address must be 43 characters or less. If you do not enter an IP address, all addresses are controlled.

**Note:**

*If an IP address is assigned automatically (e.g. assigned by DHCP), the connection may be unavailable. Configure a static IP address.*

### Method of Choosing Port

Select a method to specify ports.

☐ Service Name

If you select **Service Name** for **Method of Choosing Port**, select an option.

☐ Transport Protocol

If you select **Port Number** for **Method of Choosing Port**, you need to configure an encapsulation mode.

| Items        | Settings and Explanation                                 |
|--------------|----------------------------------------------------------|
| Any Protocol | Select this to control all protocol types.               |
| TCP          | Select this to control data for unicast.                 |
| UDP          | Select this to control data for broadcast and multicast. |
| ICMPv4       | Select this to control ping command.                     |

☐ Local Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control receiving packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 20,80,119,5220

If you do not enter a port number, all ports are controlled.

☐ Remote Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control sending packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 25,80,143,5220

If you do not enter a port number, all ports are controlled.

### IKE Version

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the scanner is connected to.

☐ **IKEv1**

The following items are displayed when you select **IKEv1** for **IKE Version**.

| Items                  | Settings and Explanation                                                                                                    |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Authentication Method  | If you select <b>IPsec</b> for <b>Access Control</b> , select an option. Used certificate is common with a default policy.  |
| Pre-Shared Key         | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , enter a pre-shared key between 1 and 127 characters. |
| Confirm Pre-Shared Key | Enter the key you configured for confirmation.                                                                              |

## ❑ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

| Items  |                        | Settings and Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local  | Authentication Method  | If you select <b>IPsec</b> for <b>Access Control</b> , select an option. Used certificate is common with a default policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|        | ID Type                | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , select the type of ID for the scanner.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|        | ID                     | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br><b>Distinguished Name</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br><b>IP Address</b> : Enter IPv4 or IPv6 format.<br><b>FQDN</b> : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br><b>Email Address</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br><b>Key ID</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.    |
|        | Pre-Shared Key         | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , enter a pre-shared key between 1 and 127 characters.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|        | Confirm Pre-Shared Key | Enter the key you configured for confirmation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Remote | Authentication Method  | If you select <b>IPsec</b> for <b>Access Control</b> , select an option. Used certificate is common with a default policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|        | ID Type                | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , select the type of ID for the device that you want to authenticate.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|        | ID                     | Enter the scanner's ID that matches to the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br><b>Distinguished Name</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br><b>IP Address</b> : Enter IPv4 or IPv6 format.<br><b>FQDN</b> : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br><b>Email Address</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br><b>Key ID</b> : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
|        | Pre-Shared Key         | If you select <b>Pre-Shared Key</b> for <b>Authentication Method</b> , enter a pre-shared key between 1 and 127 characters.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|        | Confirm Pre-Shared Key | Enter the key you configured for confirmation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

| Items          | Settings and Explanation                                                                                                                                                                                                                                                                                             |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transport Mode | If you only use the scanner on the same LAN, select this. IP packets of layer 4 or later are encrypted.                                                                                                                                                                                                              |
| Tunnel Mode    | <p>If you use the scanner on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted.</p> <p><b>Remote Gateway(Tunnel Mode):</b> If you select <b>Tunnel Mode</b> for <b>Encapsulation</b>, enter a gateway address between 1 and 39 characters.</p> |

### Security Protocol

If you select **IPsec** for **Access Control**, select an option.

| Items | Settings and Explanation                                                                                                     |
|-------|------------------------------------------------------------------------------------------------------------------------------|
| ESP   | Select this to ensure the integrity of an authentication and data, and encrypt data.                                         |
| AH    | Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec. |

### Algorithm Settings

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

| Items |                | Settings and Explanation                                                                                                               |
|-------|----------------|----------------------------------------------------------------------------------------------------------------------------------------|
| IKE   | Encryption     | <p>Select the encryption algorithm for IKE.</p> <p>The items vary depending on the version of IKE.</p>                                 |
|       | Authentication | Select the authentication algorithm for IKE.                                                                                           |
|       | Key Exchange   | <p>Select the key exchange algorithm for IKE.</p> <p>The items vary depending on the version of IKE.</p>                               |
| ESP   | Encryption     | <p>Select the encryption algorithm for ESP.</p> <p>This is available when <b>ESP</b> is selected for <b>Security Protocol</b>.</p>     |
|       | Authentication | <p>Select the authentication algorithm for ESP.</p> <p>This is available when <b>ESP</b> is selected for <b>Security Protocol</b>.</p> |
| AH    | Authentication | <p>Select the encryption algorithm for AH.</p> <p>This is available when <b>AH</b> is selected for <b>Security Protocol</b>.</p>       |

### Combination of Local Address (Scanner) and Remote Address(Host) on Group Policy

|  | Setting of Local Address (Scanner) |                    |                             |
|--|------------------------------------|--------------------|-----------------------------|
|  | IPv4                               | IPv6* <sup>2</sup> | Any addresses* <sup>3</sup> |

|                                        |                          |   |   |   |
|----------------------------------------|--------------------------|---|---|---|
| <b>Setting of Remote Address(Host)</b> | IPv4* <sup>1</sup>       | ✓ | – | ✓ |
|                                        | IPv6* <sup>1&amp;2</sup> | – | ✓ | ✓ |
|                                        | Blank                    | ✓ | ✓ | ✓ |

\*1If **IPsec** is selected for **Access Control**, you cannot specify in a prefix length.

\*2If **IPsec** is selected for **Access Control**, you can select a link-local address (fe80::) but group policy will be disabled.

\*3Except IPv6 link local addresses.

## Related Information

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## References of Service Name on Group Policy

### Note:

Unavailable services are displayed but cannot be selected.

| Service Name                | Protocol type | Local port number | Remote port number | Features controlled                                                                                                  |
|-----------------------------|---------------|-------------------|--------------------|----------------------------------------------------------------------------------------------------------------------|
| Any                         | –             | –                 | –                  | All services                                                                                                         |
| ENPC                        | UDP           | 3289              | Any port           | Searching for a scanner from applications such as Epson Device Admin and the a scanner driver                        |
| SNMP                        | UDP           | 161               | Any port           | Acquiring and configuring MIB from applications such as Epson Device Admin and the Epson scanner driver              |
| WSD                         | TCP           | Any port          | 5357               | Controlling WSD                                                                                                      |
| WS-Discovery                | UDP           | 3702              | Any port           | Searching for WSD scanners                                                                                           |
| Network Scan                | TCP           | 1865              | Any port           | Forwarding scanned data from Document Capture Pro                                                                    |
| Network Push Scan           | TCP           | Any port          | 2968               | Acquiring job information for push scanning from Document Capture Pro                                                |
| Network Push Scan Discovery | UDP           | 2968              | Any port           | Searching for a computer from scanner                                                                                |
| FTP Data (Remote)           | TCP           | Any port          | 20                 | FTP client (forwarding scanned data)<br>However this can control only an FTP server that uses remote port number 20. |
| FTP Control (Remote)        | TCP           | Any port          | 21                 | FTP client (controlling forwarded scanned data)                                                                      |
| CIFS (Remote)               | TCP           | Any port          | 445                | CIFS client (forwarding scanned data to a folder)                                                                    |

| Service Name                      | Protocol type | Local port number | Remote port number | Features controlled                                             |
|-----------------------------------|---------------|-------------------|--------------------|-----------------------------------------------------------------|
| NetBIOS Name Service (Remote)     | UDP           | Any port          | 137                | CIFS client (forwarding scanned data to a folder)               |
| NetBIOS Datagram Service (Remote) | UDP           | Any port          | 138                |                                                                 |
| NetBIOS Session Service (Remote)  | TCP           | Any port          | 139                |                                                                 |
| HTTP (Local)                      | TCP           | 80                | Any port           | HTTP(S) server (forwarding data of Web Config and WSD)          |
| HTTPS (Local)                     | TCP           | 443               | Any port           |                                                                 |
| HTTP (Remote)                     | TCP           | Any port          | 80                 | HTTP(S) client (updating the firmware and the root certificate) |
| HTTPS (Remote)                    | TCP           | Any port          | 443                |                                                                 |

## Configuration Examples of IPsec/IP Filtering

### Receiving IPsec packets only

This example is to configure a default policy only.

#### Default Policy:

- ☐ **IPsec/IP Filtering:** Enable
- ☐ **Access Control:** IPsec
- ☐ **Authentication Method:** Pre-Shared Key
- ☐ **Pre-Shared Key:** Enter up to 127 characters.

**Group Policy:** Do not configure.

### Receiving scanning data and scanner settings

This example allows communications of scanning data and scanner configuration from specified services.

#### Default Policy:

- ☐ **IPsec/IP Filtering:** Enable
- ☐ **Access Control:** Refuse Access

#### Group Policy:

- ☐ **Enable this Group Policy:** Check the box.
- ☐ **Access Control:** Permit Access
- ☐ **Remote Address(Host):** IP address of a client
- ☐ **Method of Choosing Port:** Service Name
- ☐ **Service Name:** Check the box of ENPC, SNMP, HTTP (Local), HTTPS (Local) and Network Scan.

### Receiving access from a specified IP address only

This example allows a specified IP address to access the scanner.

**Default Policy:**

- ☐ **IPsec/IP Filtering:** Enable
- ☐ **Access Control:**Refuse Access

**Group Policy:**

- ☐ **Enable this Group Policy:** Check the box.
- ☐ **Access Control:** Permit Access
- ☐ **Remote Address(Host):** IP address of an administrator's client

**Note:**

*Regardless of policy configuration, the client will be able to access and configure the scanner.*

## Configuring a Certificate for IPsec/IP Filtering

Configure the Client Certificate for IPsec/IP Filtering. When you set it, you can use the certificate as an authentication method for IPsec/IP Filtering. If you want to configure the certification authority, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Client Certificate**.
2. Import the certificate in **Client Certificate**.

If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IPsec/IP Filtering. To copy, select the certificate from **Copy From**, and then click **Copy**.

**Related Information**

➔ [“How to Run Web Config in a Web Browser” on page 35](#)

## Connecting the Scanner to an IEEE802.1X Network

### Configuring an IEEE802.1X Network

When you set IEEE802.1X to the scanner, you can use it on the network connected to a RADIUS server, a LAN switch with authentication function, or an access point.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Basic**.
2. Enter a value for each item.

If you want to use the scanner on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.

**Note:**

*You can share settings between Ethernet and Wi-Fi.*

3. Click **Next**.

A confirmation message is displayed.

4. Click **OK**.

The scanner is updated.

### IEEE802.1X Network Setting Items

| Items                              | Settings and Explanation                                                                                                                                                                                                                                                                                                      |                                                        |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| IEEE802.1X (Wired LAN)             | You can enable or disable settings of the page ( <b>IEEE802.1X &gt; Basic</b> ) for IEEE802.1X (Wired LAN).                                                                                                                                                                                                                   |                                                        |
| IEEE802.1X (Wi-Fi)                 | The connection status of IEEE802.1X (Wi-Fi) is displayed.                                                                                                                                                                                                                                                                     |                                                        |
| Connection Method                  | The connection method of a current network is displayed.                                                                                                                                                                                                                                                                      |                                                        |
| EAP Type                           | Select an option for an authentication method between the scanner and a RADIUS server.                                                                                                                                                                                                                                        |                                                        |
|                                    | EAP-TLS                                                                                                                                                                                                                                                                                                                       | You need to obtain and import a CA-signed certificate. |
|                                    | PEAP-TLS                                                                                                                                                                                                                                                                                                                      |                                                        |
|                                    | PEAP/MSCHAPv2                                                                                                                                                                                                                                                                                                                 | You need to configure a password.                      |
|                                    | EAP-TTLS                                                                                                                                                                                                                                                                                                                      |                                                        |
| User ID                            | Configure an ID to use for an authentication of a RADIUS server.<br>Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters.                                                                                                                                                                                                    |                                                        |
| Password                           | Configure a password to authenticate the scanner.<br>Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters. If you are using a Windows server as a RADIUS server, you can enter up to 127 characters.                                                                                                                         |                                                        |
| Confirm Password                   | Enter the password you configured for confirmation.                                                                                                                                                                                                                                                                           |                                                        |
| Server ID                          | You can configure a server ID to authenticate with a specified RADIUS server. Authenticator verifies whether a server ID is contained in the subject/subjectAltName field of a server certificate that is sent from a RADIUS server or not.<br>Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.                         |                                                        |
| Certificate Validation (Wired LAN) | If you want to perform <b>Certificate Validation</b> using <b>IEEE802.1X (Wired LAN)</b> , select <b>Enable</b> . If you select Enable, see the related information and import the <b>CA Certificate</b> .<br>Note that Certificate Validation is always enabled in IEEE802.1X (Wi-Fi). Be sure to import the CA Certificate. |                                                        |
| Anonymous Name                     | If you select <b>PEAP-TLS</b> or <b>PEAP/MSCHAPv2</b> for <b>EAP Type</b> , you can configure an anonymous name instead of a user ID for a phase 1 of a PEAP authentication.<br>Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.                                                                                        |                                                        |
| Encryption Strength                | You can select one of the followings.                                                                                                                                                                                                                                                                                         |                                                        |
|                                    | High                                                                                                                                                                                                                                                                                                                          | AES256/3DES                                            |
|                                    | Middle                                                                                                                                                                                                                                                                                                                        | AES256/3DES/AES128/RC4                                 |

## Configuring a Certificate for IEEE802.1X

Configure the Client Certificate for IEEE802.1X. When you set it, you can use **EAP-TLS** and **PEAP-TLS** as an authentication method of IEEE802.1x. If you want to configure the certification authority certificate, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Client Certificate**.

2. Enter a certificate in the **Client Certificate**.

If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

## Solving Problems for Advanced Security

### Hints to Solving Problems

☐ Checking the error message

When trouble has occurred, first check whether there are any messages on the scanner's control panel or driver screen. If you have the notification email set when the events occur, you can promptly learn the status.

☐ Checking the communication status

Check the communication status of server computer or client computer by using the command such as ping and ipconfig.

☐ Connection test

For checking the connection between the scanner to the mail server, perform the connection test from the scanner. Also, check the connection from the client computer to the server to check the communication status.

☐ Initializing the settings

If the settings and communication status show no problem, the problems may be solved by disabling or initializing the network settings of the scanner, and then setting up again.

### Related Information

- ➔ [“Registering an Email Server” on page 128](#)
- ➔ [“Checking Error Messages on the Control Panel” on page 166](#)
- ➔ [“Receiving Email Notifications When Events Occur” on page 223](#)

## Cannot Access Web Config

### ■ The IP address is not assigned to the scanner.

#### Solutions

A valid IP address may not be assigned to the scanner. Configure the IP address using the scanner's control panel. You can confirm the current setting information from the scanner's control panel.

- ➔ [“Assigning the IP Address” on page 211](#)

### ■ Web browser does not support the Encryption Strength for SSL/TLS.

#### Solutions

SSL/TLS has the Encryption Strength. You can open Web Config by using a web browser that supports bulk encryptions as indicated below. Check you are using the a supported browser.

- ☐ 80bit: AES256/AES128/3DES
- ☐ 112bit: AES256/AES128/3DES
- ☐ 128bit: AES256/AES128

☐ 192bit: AES256

☐ 256bit: AES256

### ■ CA-signed Certificate is expired.

#### Solutions

If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the scanner's date is configured correctly.

### ■ The common name of the certificate and the scanner do not match.

#### Solutions

If the common name of the certificate and the scanner do not match, the message "The name of the security certificate does not match..." is displayed when accessing Web Config using SSL/TLS communication (https). This happens because the following IP addresses do not match.

☐ The scanner's IP address entered to common name for creating a Self-signed Certificate or CSR

☐ IP address entered to web browser when running Web Config

For Self-signed Certificate, update the certificate.

For CA-signed Certificate, take the certificate again for the scanner.

### ■ The proxy server setting of local address is not set to web browser.

#### Solutions

When the scanner is set to use a proxy server, configure the web browser not to connect to the local address via the proxy server.

☐ Windows:

Select **Control Panel > Network and Internet > Internet Options > Connections > LAN settings > Proxy server**, and then configure not to use the proxy server for LAN (local addresses).

☐ Mac OS:

Select **System Preferences (or System Settings) > Network > Advanced > Proxies**, and then register the local address for **Bypass proxy settings for these Hosts & Domains**.

Example:

192.168.1.\*: Local address 192.168.1.XXX, subnet mask 255.255.255.0

192.168.\*.\*: Local address 192.168.XXX.XXX, subnet mask 255.255.0.0

### ■ DHCP is disabled in the computer's settings.

#### Solutions

If the DHCP for obtaining an IP address automatically is disabled on the computer, you may not be able to access Web Config. Enable DHCP.

Example for Windows 10:

Open the Control Panel and then click **Network and Internet > Network and Sharing Center > Change adapter settings**. Open the Properties screen of the connection you are using, and then open the properties screen for **Internet Protocol Version 4 (TCP/IPv4)** or **Internet Protocol Version 6 (TCP/IPv6)**. Check that **Obtain an IP address automatically** is selected on the displayed screen.

## Restoring the Security Settings

When you establish a highly secure environment such as IPsec/IP Filtering or IEEE802.1X, you may not be able to communicate with devices because of incorrect settings or trouble with the device or server. In this case, restore the security settings in order to make settings for the device again or to allow you temporary use.

### Disabling the Security Function Using Web Config

You can disable IPsec/IP Filtering using Web Config.

1. Access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Disable the **IPsec/IP Filtering**.

## Problems Using Network Security Features

### Forgot a Pre-shared Key

#### Re-configure a pre-shared key.

To change the key, access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Default Policy** or **Group Policy**.

When you change the pre-shared key, configure the pre-shared key for computers.

### Cannot Communicate with IPsec Communication

#### Specify the algorithm that the scanner or the computer does not support.

The scanner supports the following algorithms. Check the settings of the computer.

| Security Methods             | Algorithms                                                                                                                                                                                                                                      |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IKE encryption algorithm     | AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128*, AES-GCM-192*, AES-GCM-256*, 3DES                                                                                                                                                           |
| IKE authentication algorithm | SHA-1, SHA-256, SHA-384, SHA-512, MD5                                                                                                                                                                                                           |
| IKE key exchange algorithm   | DH Group1, DH Group2, DH Group5, DH Group14, DH Group15, DH Group16, DH Group17, DH Group18, DH Group19, DH Group20, DH Group21, DH Group22, DH Group23, DH Group24, DH Group25, DH Group26, DH Group27*, DH Group28*, DH Group29*, DH Group30* |
| ESP encryption algorithm     | AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128, AES-GCM-192, AES-GCM-256, 3DES                                                                                                                                                              |
| ESP authentication algorithm | SHA-1, SHA-256, SHA-384, SHA-512, MD5                                                                                                                                                                                                           |
| AH authentication algorithm  | SHA-1, SHA-256, SHA-384, SHA-512, MD5                                                                                                                                                                                                           |

\*available for IKEv2 only

### ***Cannot Communicate Suddenly***

#### **There is an error in the certificate.**

The scanner's date and time settings may be incorrect if power has not been supplied to the scanner for a long time.

When the scanner is connected using a client certificate for IPsec/IP filtering or IEEE802.1X, an error is indicated if a time lag occurs between the scanner's date and time and the validity period for the certificate. Because the scanner recognizes that the certificate is unavailable.

You can solve this problem by correcting the scanner's date and time settings. Connect the scanner and the computer using a USB cable, turn the scanner on, and then perform scanning over USB using Epson Scan 2. The scanner is synchronized with the computer and the date and time settings are corrected. The scanner indicates normal status.

If you cannot solve the problem, restore all network settings using the scanner's control panel. Connect the scanner and computer, make the network settings again, and then make the settings for client certification, IPsec/IP filtering, or IEEE802.1X.

#### **The IP address of the scanner has been changed or cannot be used.**

When the IP address registered to the local address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed.

Disable IPsec using the scanner's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the scanner's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Local Address (Scanner)**) may not be found.

Use a static IP address.

#### **The IP address of the computer has been changed or cannot be used.**

When the IP address registered to the remote address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed.

Disable IPsec using the scanner's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the scanner's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Remote Address(Host)**) may not be found.

Use a static IP address.

### ***Cannot Connect After Configuring IPsec/IP Filtering***

#### **The set value may be incorrect.**

Access the scanner according to its MAC address using EpsonNet Config or Epson Device Admin from another computer, such as administrator's. You can find the MAC address on the label pasted on the scanner.

If you can access, make the IPsec/IP filtering settings using EpsonNet Config or Epson Device Admin.

If you cannot access, restore all network settings using the scanner's control panel. Connect the scanner and computer, make the network settings again, and then make the IPsec/IP filtering settings.

### ***Cannot Access the Device after Configuring IEEE802.1X***

#### **The settings of IEEE802.1X are incorrect.**

Disable IEEE802.1X and Wi-Fi from the scanner's control panel. Connect the scanner and a computer, and then configure IEEE802.1X again.

## **Problems on Using a Digital Certificate**

### ***Cannot Import a CA-signed Certificate***

#### **CA-signed Certificate and the information on the CSR do not match.**

If the CA-signed Certificate and CSR do not have the same information, the CSR cannot be imported. Check the following:

- ☐ Are you trying to import the certificate to a device that does not have the same information?  
Check the information of the CSR and then import the certificate to a device that has the same information.
- ☐ Did you overwrite the CSR saved into the scanner after sending the CSR to a certificate authority?  
Obtain the CA-signed certificate again with the CSR.

#### **CA-signed Certificate is more than 5KB.**

You cannot import a CA-signed Certificate that is more than 5KB.

#### **The password for importing the certificate is incorrect.**

Enter the correct password. If you forget the password, you cannot import the certificate. Re-obtain the CA-signed Certificate.

### ***Cannot Update a Self-Signed Certificate***

#### **The Common Name has not been entered.**

**Common Name** must be entered.

#### **Unsupported characters have been entered to Common Name.**

Enter between 1 and 128 characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

#### **A comma or space is included in the common name.**

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

### ***Cannot Create a CSR***

#### **The Common Name has not been entered.**

The **Common Name** must be entered.

**Unsupported characters have been entered to Common Name, Organization, Organizational Unit, Locality, and State/Province.**

Enter characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

**A comma or space is included in the Common Name.**

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

**Warning Relating to a Digital Certificate Appears**

| Messages                         | Cause/What to do                                                                                                                                                                   |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enter a Server Certificate.      | <b>Cause:</b><br>You have not selected a file to import.<br><b>What to do:</b><br>Select a file and click <b>Import</b> .                                                          |
| CA Certificate 1 is not entered. | <b>Cause:</b><br>CA certificate 1 is not entered and only CA certificate 2 is entered.<br><b>What to do:</b><br>Import CA certificate 1 first.                                     |
| Invalid value below.             | <b>Cause:</b><br>Unsupported characters are contained in the file path and/or password.<br><b>What to do:</b><br>Make sure that the characters are entered correctly for the item. |
| Invalid date and time.           | <b>Cause:</b><br>Date and time for the scanner have not been set.<br><b>What to do:</b><br>Set date and time using Web Config or EpsonNet Config.                                  |
| Invalid password.                | <b>Cause:</b><br>The password set for CA certificate and entered password do not match.<br><b>What to do:</b><br>Enter the correct password.                                       |

| Messages                                                                                                   | Cause/What to do                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Invalid file.                                                                                              | <p><b>Cause:</b></p> <p>You are not importing a certificate file in X509 format.</p> <p><b>What to do:</b></p> <p>Make sure that you are selecting the correct certificate sent by a trusted certificate authority.</p>                                                                                                                                                                                                                                                              |
|                                                                                                            | <p><b>Cause:</b></p> <p>The file you have imported is too large. The maximum file size is 5KB.</p> <p><b>What to do:</b></p> <p>If you select the correct file, the certificate might be corrupted or fabricated.</p>                                                                                                                                                                                                                                                                |
|                                                                                                            | <p><b>Cause:</b></p> <p>The chain contained in the certificate is invalid.</p> <p><b>What to do:</b></p> <p>For more information on the certificate, see the website of the certificate authority.</p>                                                                                                                                                                                                                                                                               |
| Cannot use the Server Certificates that include more than three CA certificates.                           | <p><b>Cause:</b></p> <p>The certificate file in PKCS#12 format contains more than 3 CA certificates.</p> <p><b>What to do:</b></p> <p>Import each certificate as converting from PKCS#12 format to PEM format, or import the certificate file in PKCS#12 format that contains up to 2 CA certificates.</p>                                                                                                                                                                           |
| The certificate has expired. Check if the certificate is valid, or check the date and time on the product. | <p><b>Cause:</b></p> <p>The certificate is out of date.</p> <p><b>What to do:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If the certificate is out of date, obtain and import the new certificate.</li> <li><input type="checkbox"/> If the certificate is not out of date, make sure the scanner's date and time are set correctly.</li> </ul>                                                                                                         |
| Private key is required.                                                                                   | <p><b>Cause:</b></p> <p>There is no paired private key with the certificate.</p> <p><b>What to do:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If the certificate is the PEM/DER format and it is obtained from a CSR using a computer, specify the private key file.</li> <li><input type="checkbox"/> If the certificate is the PKCS#12 format and it is obtained from a CSR using a computer, create a file that contains the private key.</li> </ul> |
|                                                                                                            | <p><b>Cause:</b></p> <p>You have re-imported the PEM/DER certificate obtained from a CSR using Web Config.</p> <p><b>What to do:</b></p> <p>If the certificate is the PEM/DER format and it is obtained from a CSR using Web Config, you can only import it once.</p>                                                                                                                                                                                                                |

| Messages      | Cause/What to do                                                                                                                                                                                                                                                       |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setup failed. | <b>Cause:</b><br>Cannot finish the configuration because the communication between the scanner and computer failed or the file cannot be read by some errors.<br><br><b>What to do:</b><br>After checking the specified file and communication, import the file again. |

### ***Delete a CA-signed Certificate by Mistake***

#### **There is no backup file for the CA-signed certificate.**

If you have the backup file, import the certificate again.

If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again.  
Create a CSR and obtain a new certificate.



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# Technical Specifications

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# 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)<br>Scanner glass: 1,200 dpi (main scan), 1,200 dpi (sub scan)                                                                                                                                                                                                                                                                                                                                                |
| Scanning resolution              | 50 to 1,200 dpi (in 1 dpi increments) *1                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Document Size                    | ADF:<br><input type="checkbox"/> Max: 215.9×5,588.0 mm (8.5×220 inches) *2<br><input type="checkbox"/> Min: 105.0×148.0 mm (4.13×5.83 inches)<br>Scanner glass:<br><input type="checkbox"/> 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/m <sup>2</sup>                                                                                                                                                                                                                                                                                                                                                                                                  |
| Color depth                      | Color<br><input type="checkbox"/> 30 bits per pixel internal (10 bits per pixel per color internal)<br><input type="checkbox"/> 24 bits per pixel external (8 bits per pixel per color external)<br>Grayscale<br><input type="checkbox"/> 10 bits per pixel internal<br><input type="checkbox"/> 8 bits per pixel external<br>Black and white<br><input type="checkbox"/> 10 bits per pixel internal<br><input type="checkbox"/> 1 bit per pixel external |
| Interface                        | Hi-Speed USB<br>Hi-Speed USB (Host)<br>IEEE802.11b/g/n or IEEE802.11a/b/g/n/ac *3<br>Ethernet 1000BASE-T/100BASE-TX/10BASE-T                                                                                                                                                                                                                                                                                                                              |

\*1 This value is when scanning with a computer. Available resolutions may vary depending on the scanning method.

\*2 Maximum length may vary depending on the scanning method and the resolution. See the following for more details.

[“Maximum Length for Long Paper” on page 46](#)

\*3 Available Wi-Fi interfaces vary depending on your region.

# Network Specifications

## Wi-Fi Specifications

See the following table for Wi-Fi specifications.

|                                                                   |         |
|-------------------------------------------------------------------|---------|
| Countries or regions except for those listed below                | Table A |
| China<br>Taiwan<br>South Korea<br>U.S.<br>Canada<br>Latin America | Table B |

Table A

|                                           |                                                                          |
|-------------------------------------------|--------------------------------------------------------------------------|
| Standards                                 | IEEE802.11b/g/n *1                                                       |
| Frequency Range                           | 2400-2483.5 MHz                                                          |
| Maximum radio-frequency power transmitted | 20 dBm (EIRP)                                                            |
| Channels                                  | 1/2/3/4/5/6/7/8/9/10/11/12/13                                            |
| Connection Modes                          | Infrastructure, Wi-Fi Direct (Simple AP) *2*3                            |
| Security Protocols *4                     | WEP (64/128bit), WPA2-PSK (AES) *5, WPA3-SAE (AES), WPA2/WPA3-Enterprise |

- \*1 Only available for the HT20
- \*2 Not supported for IEEE 802.11b
- \*3 Infrastructure and Wi-Fi Direct modes or an Ethernet connection can be used simultaneously.
- \*4 Wi-Fi Direct supports WPA2-PSK (AES) only.
- \*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Table B

|                  |                                                   |
|------------------|---------------------------------------------------|
| Standards        | IEEE802.11a/b/g/n*1/ac                            |
| Frequency Ranges | IEEE802.11b/g/n: 2.4 GHz, IEEE802.11a/n/ac: 5 GHz |

|                                  |                                                                                      |                     |                                                                                                                                 |
|----------------------------------|--------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Channels                         | Wi-Fi                                                                                | 2.4 GHz             | 1/2/3/4/5/6/7/8/9/10/11/12 <sup>*2</sup> /13 <sup>*2</sup>                                                                      |
|                                  |                                                                                      | 5 GHz <sup>*3</sup> | W52 (36/40/44/48),<br>W53 (52/56/60/64),<br>W56 (100/104/108/112/116/120/124/128/132/136/140/144),<br>W58 (149/153/157/161/165) |
|                                  | Wi-Fi Direct                                                                         | 2.4 GHz             | 1/2/3/4/5/6/7/8/9/10/11/12 <sup>*2</sup> /13 <sup>*2</sup>                                                                      |
|                                  |                                                                                      | 5 GHz <sup>*3</sup> | W52 (36/40/44/48)<br>W58 (149/153/157/161/165)                                                                                  |
| Connection Modes                 | Infrastructure, Wi-Fi Direct (Simple AP) <sup>*4*5</sup>                             |                     |                                                                                                                                 |
| Security Protocols <sup>*6</sup> | WEP (64/128bit), WPA2-PSK (AES) <sup>*7</sup> , WPA3-SAE (AES), WPA2/WPA3-Enterprise |                     |                                                                                                                                 |

\*1 Only available for the HT20

\*2 Not available in Taiwan

\*3 The availability of these channels and use of the product outdoors over these channels varies by location. For more information, see <http://support.epson.net/wifi5ghz/>

\*4 Not supported for IEEE 802.11b

\*5 Infrastructure and Wi-Fi Direct modes or an Ethernet connection can be used simultaneously.

\*6 Wi-Fi Direct only supports WPA2-PSK (AES) .

\*7 Complies with WPA2 standards with support for WPA/WPA2 Personal.

## Ethernet Specifications

|                    |                                                                                                                                                                                 |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standards          | IEEE802.3i (10BASE-T) <sup>*1</sup><br>IEEE802.3u (100BASE-TX) <sup>*1</sup><br>IEEE802.3ab (1000BASE-T) <sup>*1</sup><br>IEEE802.3az (Energy Efficient Ethernet) <sup>*2</sup> |
| Communication Mode | Auto, 10 Mbps Full duplex, 10 Mbps Half duplex, 100 Mbps Full duplex, 100 Mbps Half duplex                                                                                      |
| Connector          | RJ-45                                                                                                                                                                           |

\*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

\*2 The connected device should comply with IEEE802.3az standards.

## Network Features and IPv4/IPv6 Support

| Features                              | Supported  |
|---------------------------------------|------------|
| Epson Scan 2                          | IPv4, IPv6 |
| Document Capture Pro/Document Capture | IPv4       |

| Features                      | Supported  |
|-------------------------------|------------|
| Epson Connect (Scan to Cloud) | IPv4       |
| AirPrint                      | IPv4, IPv6 |

## Security Protocol

|                           |                        |
|---------------------------|------------------------|
| IEEE802.1X*1              |                        |
| IPsec/IP Filtering        |                        |
| SSL/TLS                   | HTTPS Server/Client    |
| TLS Version               | 1.3, 1.2, 1.1*2, 1.0*2 |
| SMTPS (STARTTLS, SSL/TLS) |                        |
| SNMPv3                    |                        |

\*1 : You need to use a connection device that complies with IEEE802.1X.

\*2 : Disabled by default.

## Supported Third Party Services

|          |                                  |
|----------|----------------------------------|
| AirPrint | OS X Mavericks (10.9.5) or later |
|----------|----------------------------------|

\* We recommend using the latest Mac OS.

## USB Drive Specifications

| Devices           | Maximum Capacities                        |
|-------------------|-------------------------------------------|
| USB Memory Device | 2 TB (formatted in FAT, FAT32, or exFAT.) |

You cannot use the following drives:

- ☐ A drive that requires a dedicated driver
- ☐ A drive with security settings (password, encryption, and so on)

Epson cannot guarantee all operations of externally connected drives.

## Using Port for the Scanner

The scanner uses the following port. These ports should be allowed to become available by the network administrator as necessary.

**When the Sender (Client) is the Scanner**

| Usage                                                                   | Target (Server)      | Protocol                    | Port Number |
|-------------------------------------------------------------------------|----------------------|-----------------------------|-------------|
| File sending (When scan to network folder is used from the scanner)     | FTP/FTPS server      | FTP/FTPS (TCP)              | 20          |
|                                                                         |                      |                             | 21          |
|                                                                         | File server          | SMB (TCP)                   | 445         |
|                                                                         |                      | NetBIOS (UDP)               | 137         |
|                                                                         |                      |                             | 138         |
|                                                                         | WebDAV server        | NetBIOS (TCP)               | 139         |
|                                                                         |                      | Protocol HTTP(TCP)          | 80          |
| Email sending (When scan to mail is used from the scanner)              | SMTP server          | Protocol HTTPS(TCP)         | 443         |
|                                                                         |                      | SMTP (TCP)                  | 25          |
|                                                                         |                      | SMTP SSL/TLS (TCP)          | 465         |
| POP before SMTP connection (When scan to mail is used from the scanner) | SMTP server          | SMTP STARTTLS (TCP)         | 587         |
|                                                                         |                      | POP3 (TCP)                  | 110         |
| When Epson Connect is used                                              | Epson Connect Server | HTTPS                       | 443         |
|                                                                         |                      | XMPP                        | 5222        |
| Controlling WSD                                                         | Client computer      | WSD (TCP)                   | 5357        |
| Search the computer when push scanning from an application              | Client computer      | Network Push Scan Discovery | 2968        |

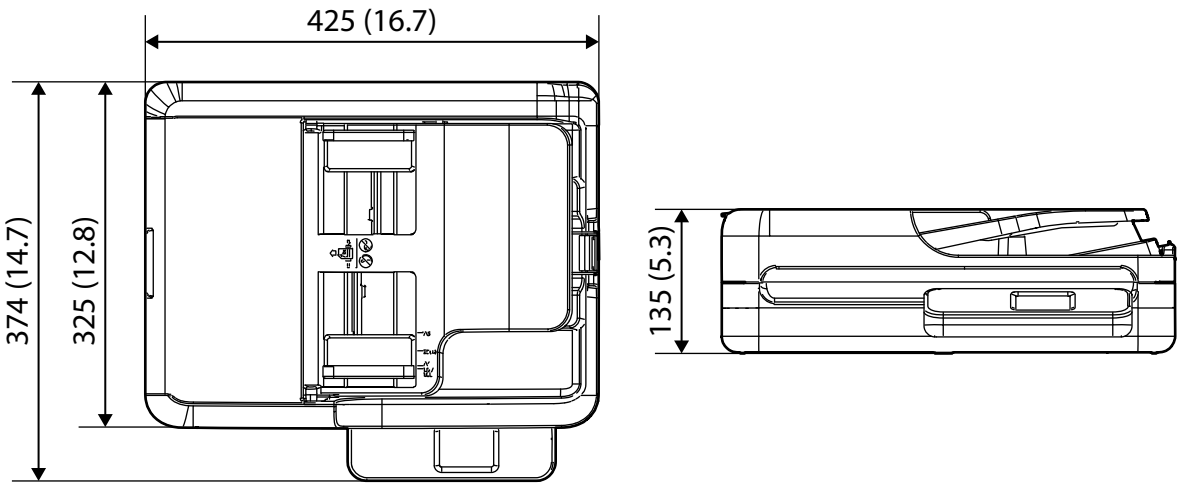
**When the Sender (Client) is the Client Computer**

| Usage                                                                                                  | Target (Server) | Protocol           | Port Number |
|--------------------------------------------------------------------------------------------------------|-----------------|--------------------|-------------|
| Discover the scanner from an application such as EpsonNet Config and scanner driver.                   | Scanner         | ENPC (UDP)         | 3289        |
| Collect and set up the MIB information from an application such as EpsonNet Config and scanner driver. | Scanner         | SNMP (UDP)         | 161         |
| Searching for WSD scanners                                                                             | Scanner         | WS-Discovery (UDP) | 3702        |
| Forwarding the scan data from an application                                                           | Scanner         | Network Scan (TCP) | 1865        |
| Collecting the job information when push scanning from an application                                  | Scanner         | Network Push Scan  | 2968        |
| Web Config                                                                                             | Scanner         | HTTP(TCP)          | 80          |
|                                                                                                        |                 | HTTPS(TCP)         | 443         |

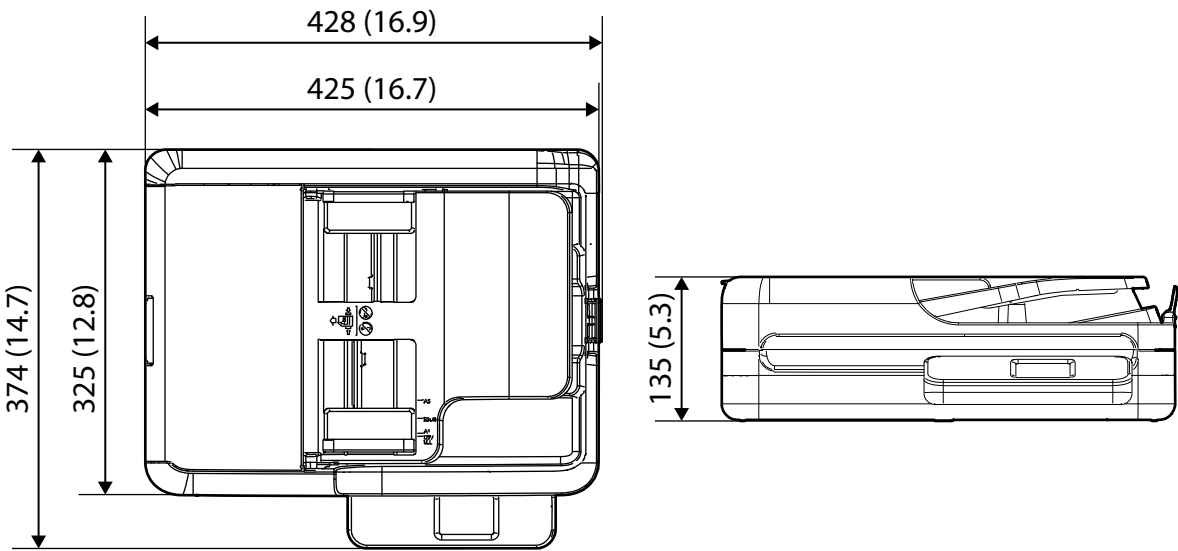
# Dimensions and Weight Specifications

## Dimensions

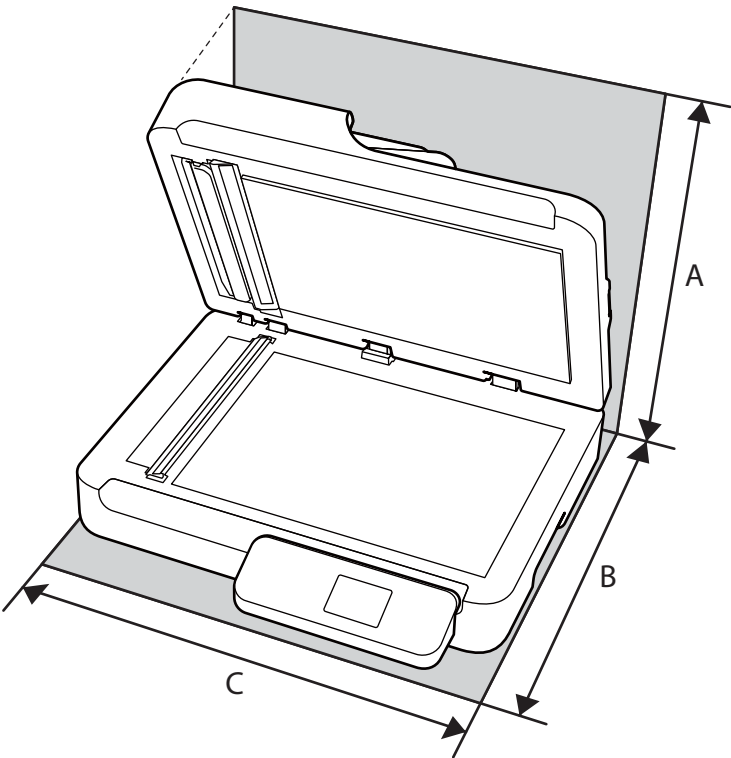
When the stopper is stored (unit: mm (inches))



When the stopper is extended (unit: mm (inches))



Installation space (unit: mm (inches))



|   |                   |
|---|-------------------|
| A | 388 mm (15.3 in.) |
| B | 416 mm (16.4 in.) |
| C | 428 mm (16.9 in.) |

Weight

Approx. 5.1 kg (11.2 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 | <b>USB Connection</b><br><input type="checkbox"/> Operating: Approx. 10.0 W<br><input type="checkbox"/> Ready mode: Approx. 4.7 W<br><input type="checkbox"/> Sleep mode: Approx. 1.0 W<br><input type="checkbox"/> Power off: Approx. 0.1 W<br><br><b>Wi-Fi Connection</b><br><input type="checkbox"/> Operating: Approx. 11.0 W<br><input type="checkbox"/> Ready mode: Approx. 4.7 W<br><input type="checkbox"/> Sleep mode: Approx. 1.3 W<br><input type="checkbox"/> Power off: Approx. 0.1 W<br><br><b>Ethernet Connection</b><br><input type="checkbox"/> Operating: Approx. 11.0 W<br><input type="checkbox"/> Ready mode: Approx. 4.6 W<br><input type="checkbox"/> Sleep mode: Approx. 1.1 W<br><input type="checkbox"/> Power off: Approx. 0.1 W | <b>USB Connection</b><br><input type="checkbox"/> Operating: Approx. 10.0 W<br><input type="checkbox"/> Ready mode: Approx. 4.7 W<br><input type="checkbox"/> Sleep mode: Approx. 1.0 W<br><input type="checkbox"/> Power off: Approx. 0.1 W<br><br><b>Wi-Fi Connection</b><br><input type="checkbox"/> Operating: Approx. 11.0 W<br><input type="checkbox"/> Ready mode: Approx. 4.7 W<br><input type="checkbox"/> Sleep mode: Approx. 1.3 W<br><input type="checkbox"/> Power off: Approx. 0.1 W<br><br><b>Ethernet Connection</b><br><input type="checkbox"/> Operating: Approx. 11.0 W<br><input type="checkbox"/> Ready mode: Approx. 4.6 W<br><input type="checkbox"/> Sleep mode: Approx. 1.1 W<br><input type="checkbox"/> 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<br>Windows 10<br>Windows 8/8.1<br>Windows 7<br>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.



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# Standards and Approvals

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Standards and Approvals for the U.S. and Canadian Models. . . . . 268

Standards and Approvals for Latin American Models. . . . . 268

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## 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>

J451B



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

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

This equipment contains the following wireless module.

Manufacturer: Seiko Epson Corporation

Type: J26H005

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

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

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## Standards and Approvals for Latin American Models

### Aviso para Argentina

Modelo del producto: DS-1760WN (J451C)

Modelo del módulo WLAN: J26H005

Marca: EPSON®

CONTIENE  RAMATEL C-23964

## **Aviso para México**

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Modelo del producto: J451C (DS-1760WN)

Modelo del módulo WLAN: J26H005

Marca: EPSON

Nº de homologación IFT: EPEPJ424-38301

## **Aviso para Paraguay**

Importado por:

Fastrax, S.A.

Avenida, Avda. Perú c/Río de Janeiro Casa #791, Asunción, Paraguay

Sol Control S.R.L.

Av. Gral. Bernardino Caballero 810 esq. Celsa Speratti Asunción, Paraguay

## **Aviso para Perú**

Modelo del producto: DS-1760WN (J451C)

Marca: EPSON

Este producto contiene el siguiente módulo WLAN:

Modelo del módulo WLAN: J26H005

ID de FCC: BKMFBJ26H005

Fabricante del producto: Seiko Epson Corporation

Dirección: 3-3-5 Owa Suwa-shi, Nagano-Ken 392-8502, Japón

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## Where to Get Help

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## 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.

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## 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<br>Other areas: 0800-377-6627 / 0800-EPSONBR |

| Country             | Telephone                                                    |
|---------------------|--------------------------------------------------------------|
| Chile               | (56 2) 2484-3400                                             |
| Colombia            | Bogota: 601 602 4751<br>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<br>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<br>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 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](mailto: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](mailto: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 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](mailto: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](mailto: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](mailto: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