

Epson Perfection V39 II

User's Guide

Product Features

Scanner Basics

Placing Originals

Scanning

Maintenance

Solving Problems

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About This Manual

Introduction to the Manuals

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

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

<http://support.epson.net/> (outside Europe)

Start Here (paper manual)

Provides you with information on setting up the product and installing the application.

User's Guide (digital manual)

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

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

Marks and Symbols



Caution:

Instructions that must be followed carefully to avoid bodily injury.



Important:

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

Note:

Provides complementary and reference information.

Related Information

➔ Links to related sections.

Descriptions Used in this Manual

Screenshots for the applications are from Windows 10 or macOS Monterey. The content displayed on the screens varies depending on the model and situation.

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

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", and "Windows 7" 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

Mac OS

In this manual, "Mac OS" is used to refer to macOS Monterey, macOS Big Sur, macOS Catalina, macOS Mojave, macOS High Sierra, macOS Sierra, and OS X El Capitan.

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

- ❑ General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

Important Instructions

Safety Instructions

Read all these instructions, and follow all warnings and instructions marked on the product.

- Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave more than 10 cm between the back of the product and the wall.
- Place the product close enough to the computer for the interface cable to reach it easily. Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- Do not use with wet hands.
- The USB cable should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.
- When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Never disassemble, modify, or attempt to repair the product, or product option by yourself except as specifically explained in the product's guides.
- Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- Unplug the product and the USB cable, and refer servicing to qualified service personnel under the following conditions: liquid has entered the product; the product has been dropped or the case has been damaged; the product does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)

Restrictions on Copying

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

Copying of the following items is prohibited by law:

- Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:

Copying these items may also be prohibited by law.

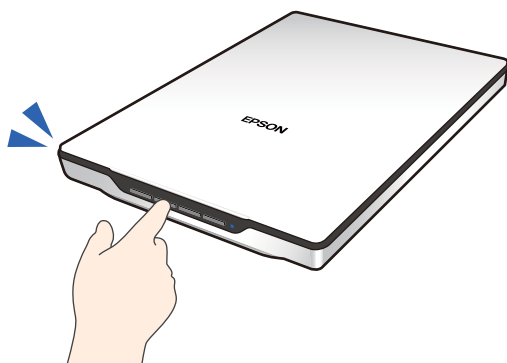
Responsible use of copyrighted materials:





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

Product Features

Smart Scanning Using Four Buttons

By using the buttons on the scanner, you can scan to suit your needs in a few simple steps.



 (PDF button)	Saves the scanned image in PDF format.
 (E-mail button)	Starts the email client on your computer, and then automatically attaches scanned images to an email.
 (Copy button)	Prints (copies) scanned originals on a printer connected to the computer.
 (Start button)	Scans by editing scanned images and specifying how they should be saved.

Related Information

➔ [“Scanning Using a Scanner Button” on page 28](#)

Easy and Convenient Scanning Using Epson ScanSmart

Three modes for easy scanning with the appropriate settings for your originals

- Auto Mode: Scans by automatically detecting the type of original.
- Document Mode: Scans by using adjustment features suitable for the document.
- Photo Mode: Scans by using the image quality adjustment features suitable for photos.

Automatic cropping according to the originals

You can scan and save the originals by automatically cropping according to the size of the originals without having to set the size. Automatic cropping supports not only standard size originals but also irregular shaped documents such as receipts or slips, and photos of various sizes.

When scanning photos, you can save multiple photos at once by cropping each one individually without having to scan them one by one.



Note:

- Select Auto Mode or the mode that best suits the original.
When scanning documents: Use Auto Mode or Document Mode.
When scanning photos: Use Auto Mode or Photo Mode.
- When using Document Mode, set **Custom Settings > Document Size to Auto Detect**.

Related Information

- ➔ [“Application for Scanning Photos and Documents \(Epson ScanSmart\)” on page 16](#)
- ➔ [“Scanning Using Epson ScanSmart” on page 29](#)
- ➔ [“Selecting the Scanning Mode” on page 34](#)

Scanning in a Standing Position

Extend the scanner stand on the base of the scanner to switch it to a standing position. This allows you to scan in a standing position, which frees up space on your desk.

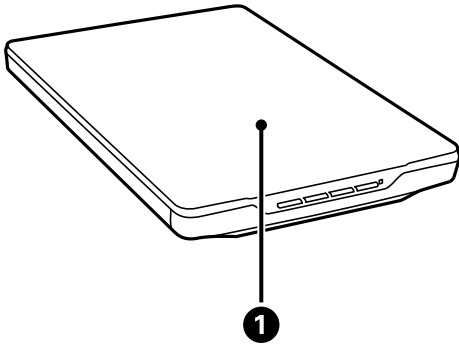


Related Information

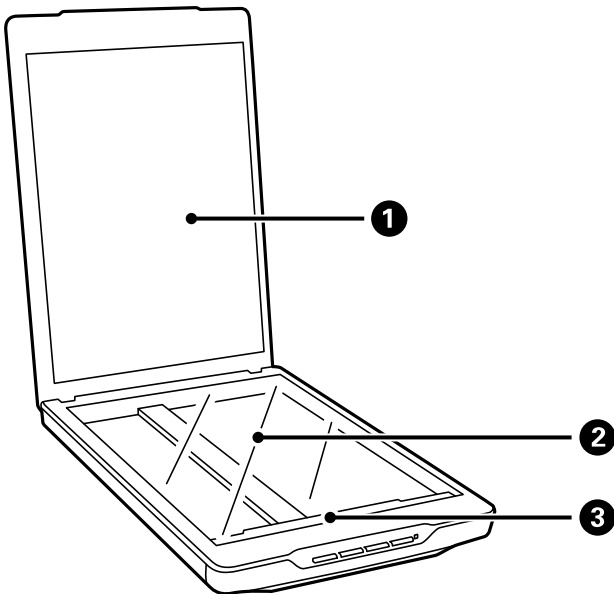
- ➔ [“Placing the Scanner in a Standing Position” on page 14](#)

Scanner Basics

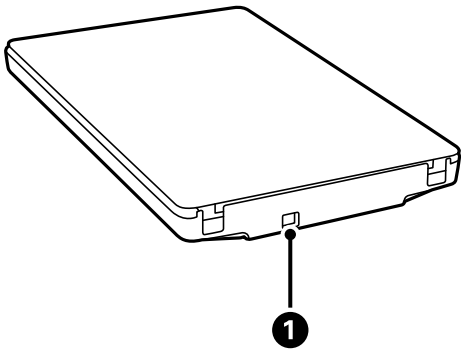
Part Names and Functions



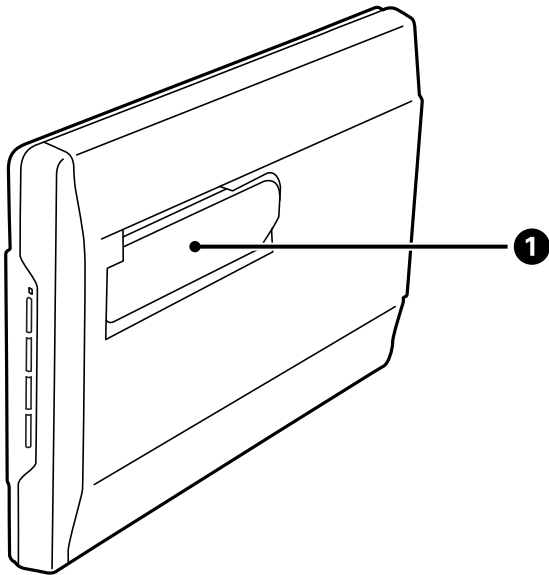
1	Document cover	Blocks external light while pressing down the document onto the scanner glass. Remove when scanning a thick document or a large document.
---	----------------	---



1	Document mat	Secures documents while scanning.
2	Scanner glass	Place documents here.
3	Carriage	Sensor that scans documents.



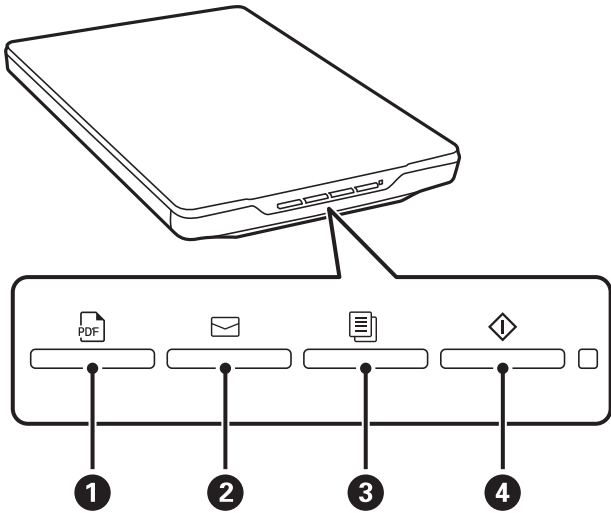
1	USB port	Connects a USB cable.
---	----------	-----------------------



1	Scanner stand	Used when scanning in a standing position.
---	---------------	--

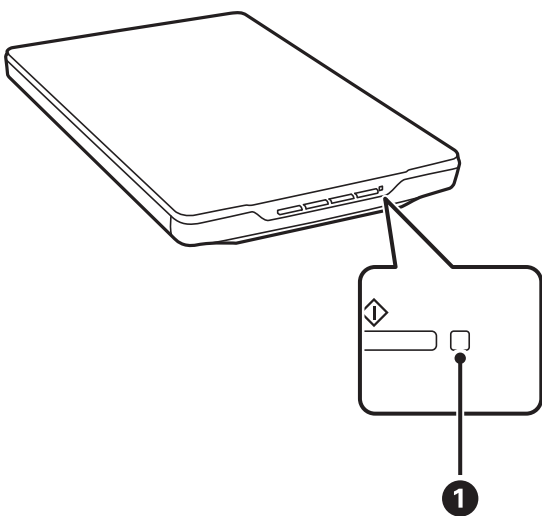
Buttons and Lights

Buttons



1	PDF button	Saves the scanned image in PDF format.
2	E-mail button	Starts the email client on your computer, and then automatically attaches scanned images to an email.
3	Copy button	Prints (copies) scanned originals on a printer connected to the computer.
4	Start button	Scans by editing scanned images and specifying how they should be saved.

Lights



Lights		Indicator Status	Scanner Status
1	Status light	On	Ready to scan images
		Flashing	Initializing or scanning
		Flashing rapidly	Error
		Off	The scanner is off

Note:

If the light does not turn on when you connect the USB cable, check that Epson ScanSmart and scanner driver (Epson Scan 2) are installed correctly on your computer. The scanner will not turn on unless the applications are installed.

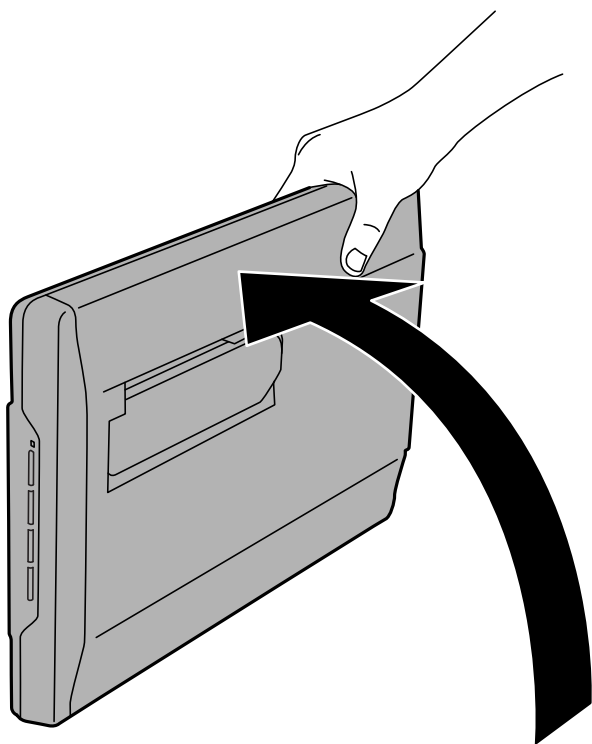
Related Information

- ➔ [“Scanning Using a Scanner Button” on page 28](#)
- ➔ [“Checking and Installing Your Applications” on page 17](#)
- ➔ [“The Status Light Is Flashing” on page 51](#)

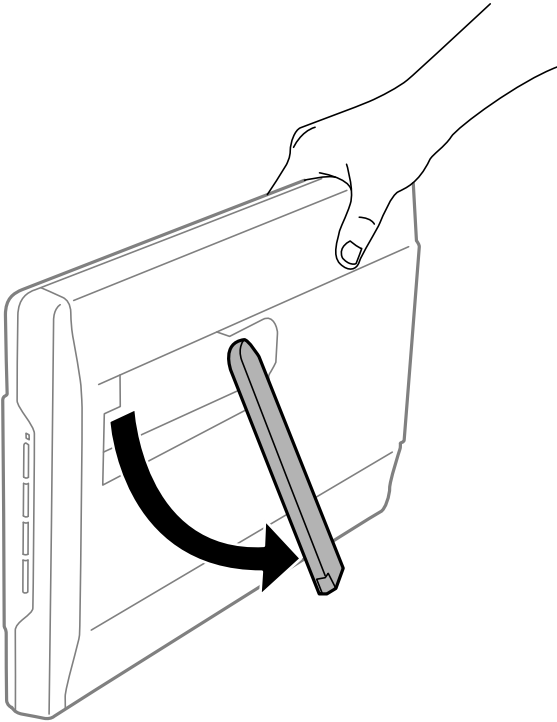
Placing the Scanner in a Standing Position

You can operate your scanner in a stand position.

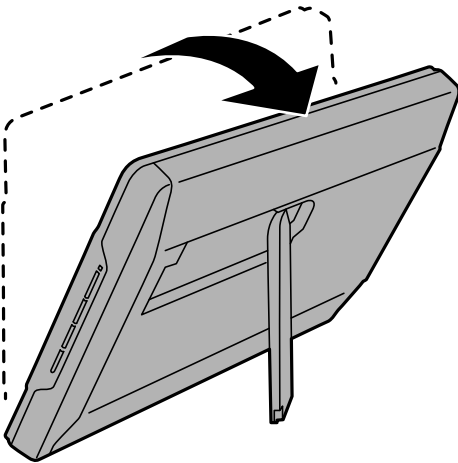
1. Stand the scanner upright.



2. Extend the scanner stand from the rear of the scanner until it clicks.



3. Tilt the scanner down until the scanner stand touches the flat surface.



Related Information

➔ [“Placing Originals with the Scanner in a Standing Position” on page 25](#)

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 Photos and Documents (Epson ScanSmart)

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

Starting on Windows

Windows 11

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

Windows 10

Click the start button, and then select **Epson Software > Epson ScanSmart**.

Windows 8.1/Windows 8

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

Windows 7

Click the start button, and then select **All Programs > Epson Software > Epson ScanSmart**.

Starting on Mac OS

Select **Go > Applications > Epson Software > Epson ScanSmart**.

Related Information

➔ [“Scanning Using Epson ScanSmart” on page 29](#)

Application for Updating Software and Firmware (EPSON Software Updater)

EPSON Software Updater is an application that installs new software, and updates firmware and manuals 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.

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**.

Checking and Installing Your Applications

To use the functions described in this *User's Guide*, you need to install the following applications.

Epson ScanSmart

Scanner driver (Epson Scan 2)

EPSON Software Updater

Note:

When you set up the scanner using the installer, the scanner driver (Epson Scan 2) is automatically installed.

Related Information

➔ [“Checking Your Applications for Windows” on page 17](#)

➔ [“Checking Your Applications for Mac OS” on page 17](#)

➔ [“Installing Your Applications” on page 18](#)

Checking Your Applications for Windows

1. Open the Control Panel:

Windows 11

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

Windows 10

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

Windows 8.1/Windows 8

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

Windows 7

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

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

3. Check the list of currently installed applications.

Checking Your Applications for Mac OS

1. Select **Go > Applications > Epson Software**.

2. Check the list of currently installed applications.

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. Install the application by following the instructions on the Website below.

<https://epson.sn>

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.

Related Information

- ➔ [“Uninstalling Your Applications for Windows” on page 18](#)
- ➔ [“Uninstalling Your Applications for Mac OS” on page 19](#)

Uninstalling Your Applications for Windows

1. Quit all running applications.
2. Disconnect the scanner from your computer.
3. Open the Control Panel:
 - ❑ Windows 11
Click the start button, and then select **All apps > Windows Tools > Control Panel**.
 - ❑ Windows 10
Click the start button, and then select **Windows System > Control Panel**.
 - ❑ Windows 8.1/Windows 8
Select **Desktop > Settings > Control Panel**.
 - ❑ Windows 7
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.*

Updating Applications and Firmware

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

 **Important:**

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

1. Make sure that the scanner and the computer are connected, and the computer is connected to the internet.
2. Start EPSON Software Updater, and update the applications or the firmware.
 - Windows 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>

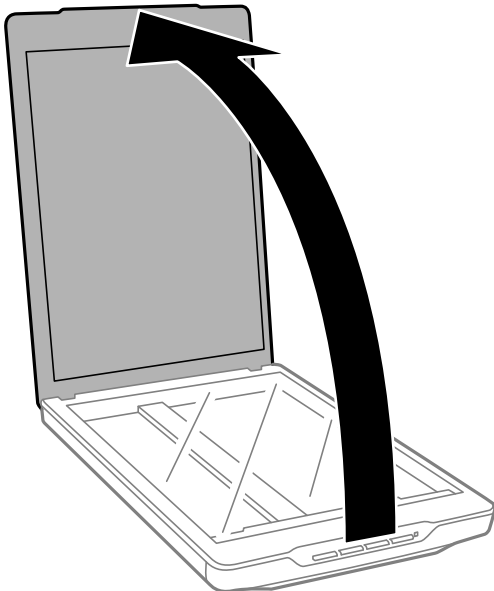
Placing Originals

! *Important:*

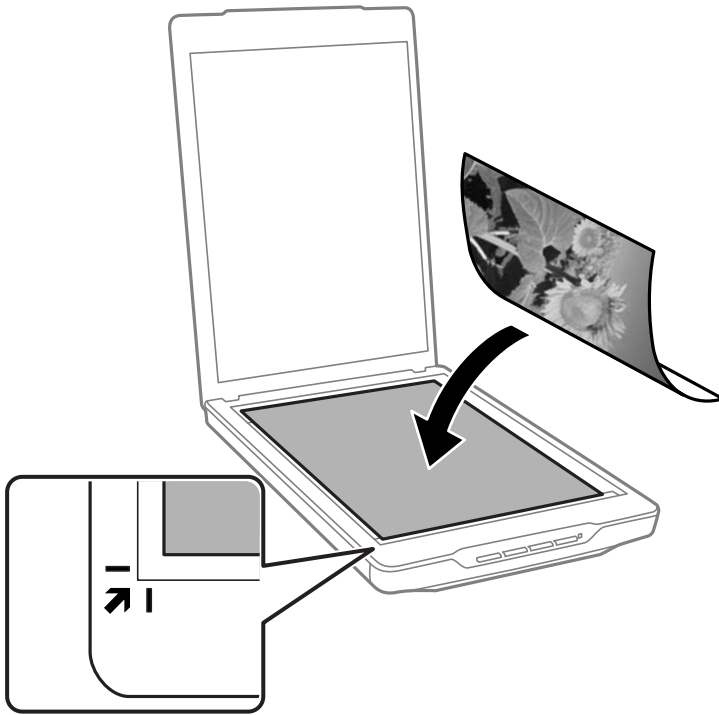
- Do not place heavy objects on the scanner glass and do not press the glass with too much force.*
- Do not open the document cover wider than an angle of 100 degrees. This could damage the hinge.*

Placing Photos or Documents

1. Open the document cover.



2. Place your original face down on the scanner glass making sure it is aligned with the arrow marks in the corners.

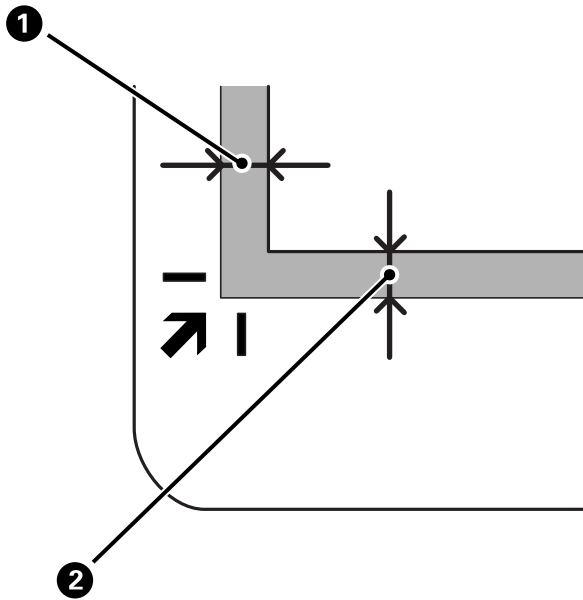


Note:

The placing method varies depending on the types of originals.

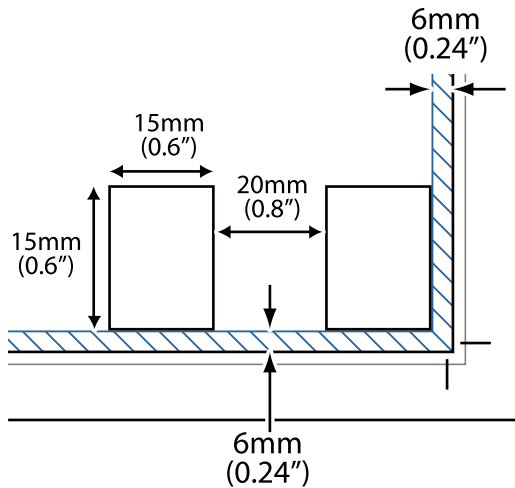
- When placing documents (Scanning using Auto Mode or Document Mode):

You can avoid cropping by moving the original about 2.5 mm (0.1 in.) away from the top and side edges indicated by ① and ② in the following figure.

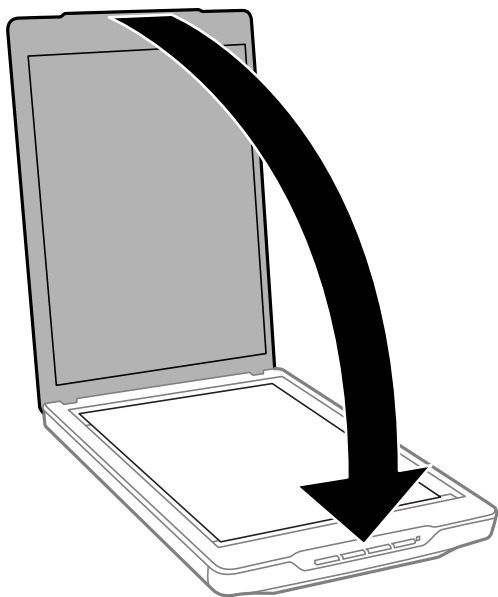


- When placing photos (Scanning using Auto Mode or Photo Mode):

Place each photo about 6 mm (0.24 in.) away from the edges of the scanner glass. You can scan multiple photos at the same time. Make sure there is a gap of at least 20 mm (0.79 in.) between the photos.



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



Note:

- Always keep the scanner glass clean.
- Do not leave originals on the scanner glass for an extended period of time as they may stick.

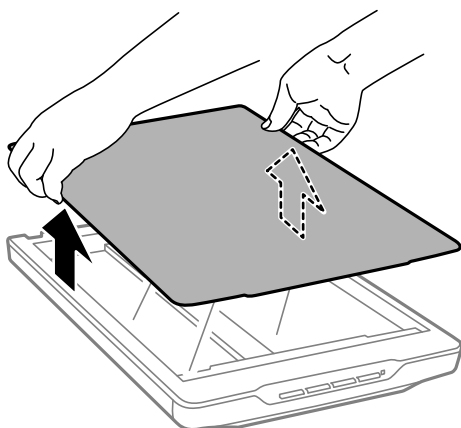
Related Information

➔ [“Scanning” on page 28](#)

Placing Large or Thick Documents

When scanning a large or thick document, you can remove the document cover.

1. Hold the document cover near the hinge, and while keeping it in a horizontal position, lift it straight up and off the scanner.



2. Place your document face down on the scanner glass.

Note:

When scanning, gently press down on your document to flatten it.

3. When you have finished scanning, replace the document cover in the reverse order that you removed it, and press down gently on the hinge part.

Related Information

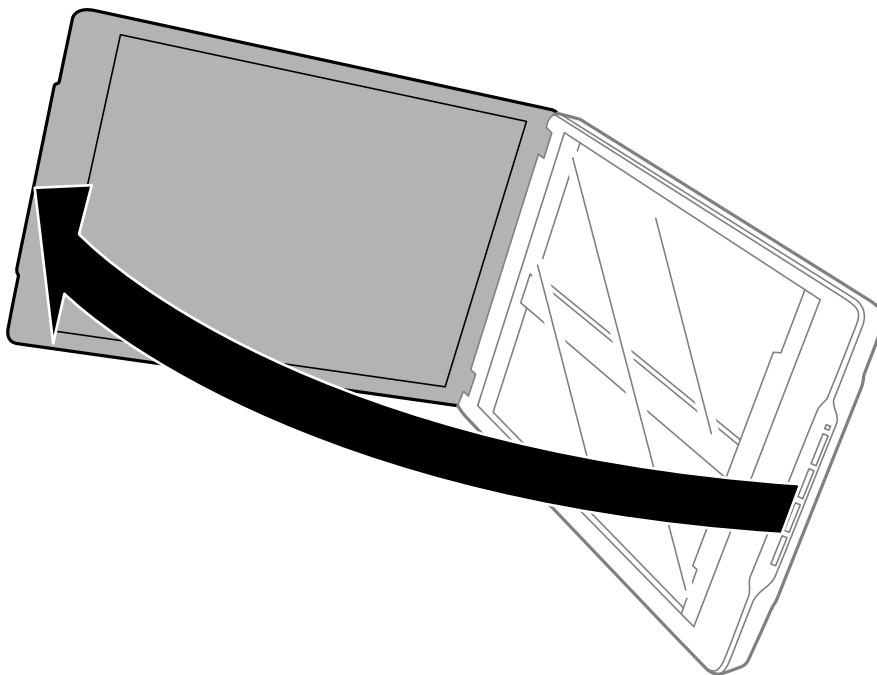
➔ [“Scanning” on page 28](#)

Placing Originals with the Scanner in a Standing Position

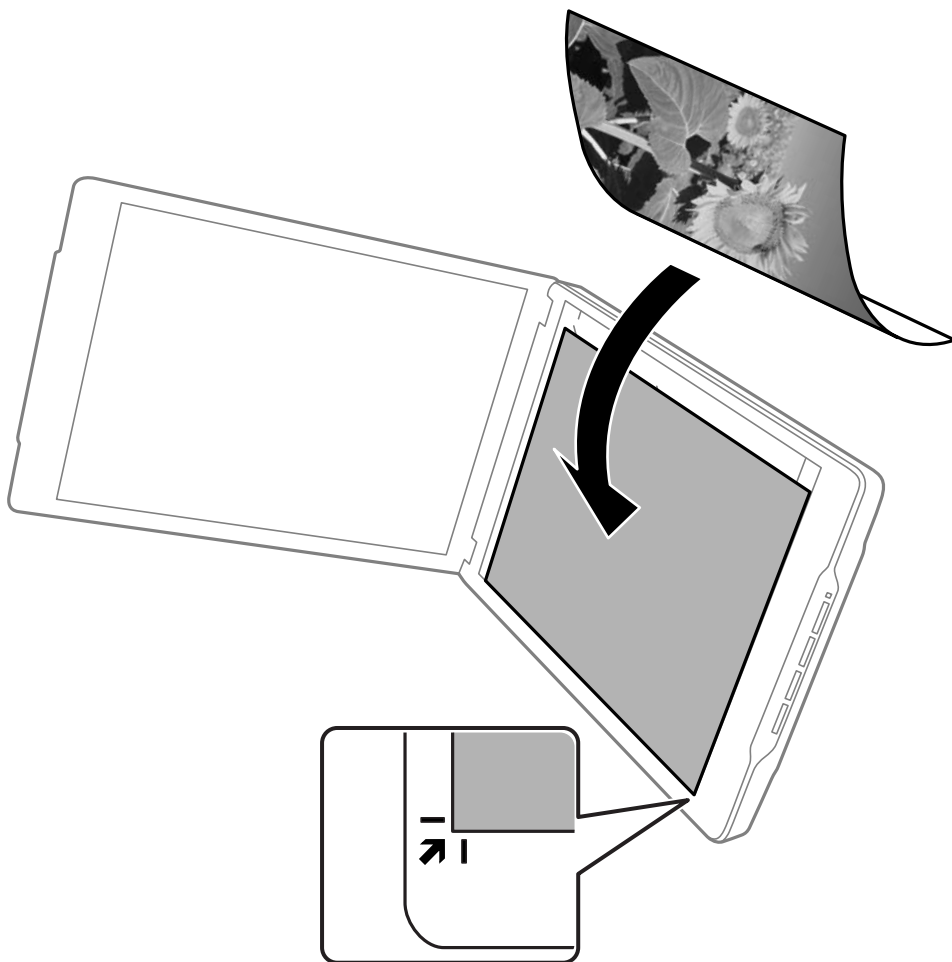
Note:

- Do not apply vibrations or shocks to the scanner while scanning.
- You cannot place large or thick documents when the scanner is in a standing position.

1. Open the document cover.

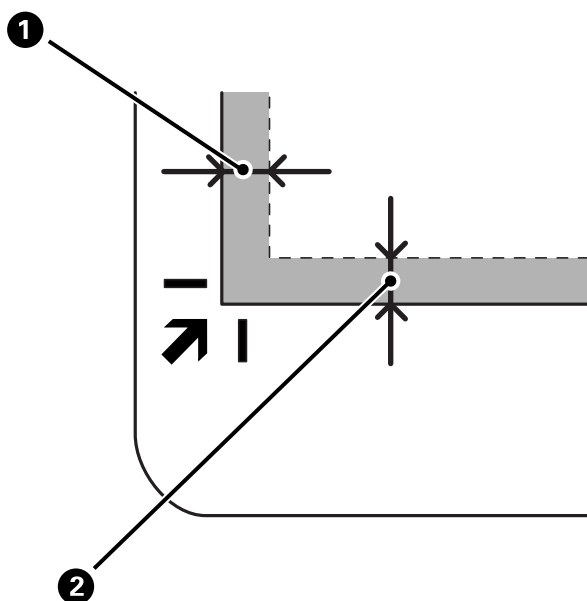


2. Place your original face down on the scanner glass making sure it is aligned with the arrow marks in the corners.

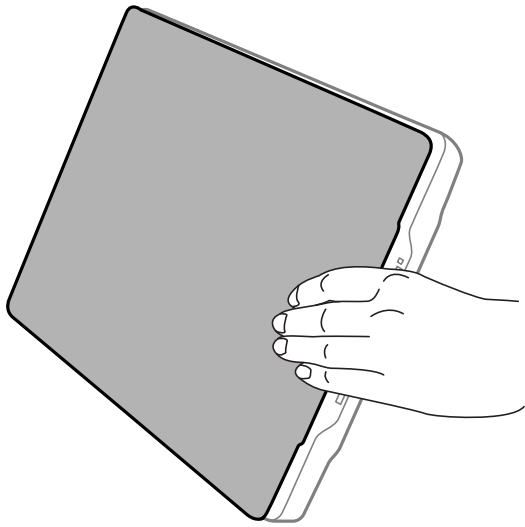


Note:

The edges of your original may be cropped by about 2.5 mm (0.1 in.) from the side and top edges indicated by ① and ② in the following figure.



3. Close the document cover gently so that your original does not move. Hold the document cover gently while scanning so that the document cover does not open.



Related Information

➔ [“Scanning” on page 28](#)

Scanning

Scanning Using a Scanner Button

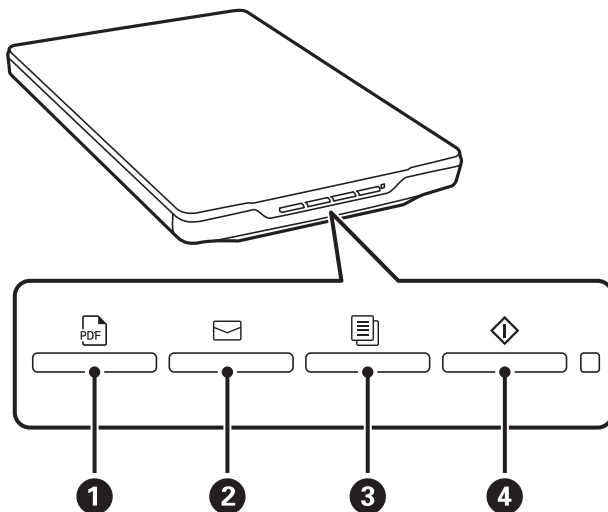
You can scan using the feature corresponding to each button.

Note:

Check the following before scanning.

- Epson ScanSmart and scanner driver (Epson Scan 2) are installed on your computer
- The scanner is connected to your computer and it is turned on

1. Place your originals.
2. Press one of the following buttons.



Epson ScanSmart starts and scans according to the set operation.

- Press the PDF button (1) to save the scanned image in PDF format.
- Press the envelope button (2) to start the email client on your computer, and then automatically attach scanned images to an email.
- Press the document button (3) to print (copy) scanned originals on a printer connected to the computer.
- Press the diamond button (4) to scan by editing scanned images and specifying how they should be saved.

3. Follow the on-screen instructions to save the scanned image.

Related Information

- ➔ [“Checking and Installing Your Applications” on page 17](#)
- ➔ [“Scanning Using Epson ScanSmart” on page 29](#)
- ➔ [“Scanning to a PDF File” on page 35](#)
- ➔ [“Using the Scanner as a Copier” on page 36](#)

➔ “Attaching Scanned Images to an Email” on page 36

Scanning Using Epson ScanSmart

This section explains the basic operations for Epson ScanSmart.

Note:


Depending on the scanner and application version you are using, the operating procedures and available features may differ.

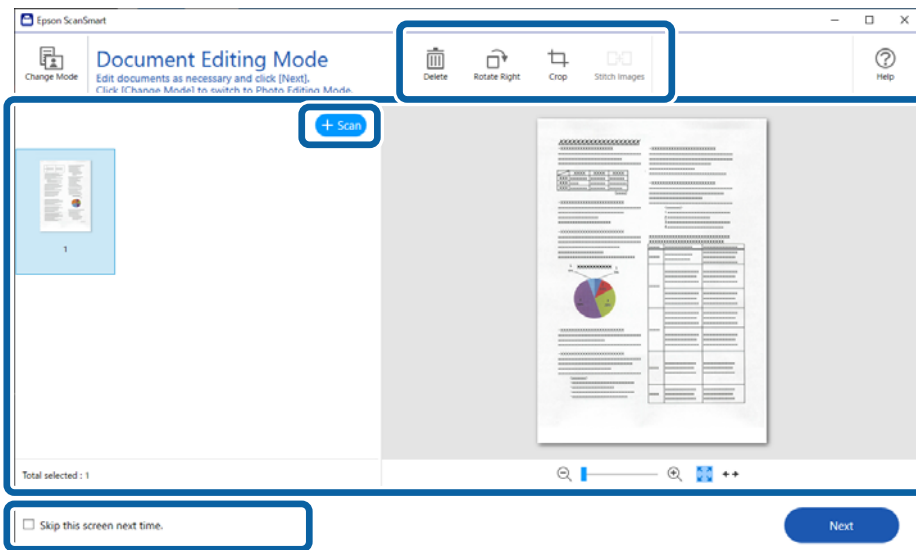
Related Information

- ➔ “Scanning and Saving Documents” on page 29
- ➔ “Scanning and Saving Photos” on page 31
- ➔ “Selecting the Scanning Mode” on page 34

Scanning and Saving Documents

This section explains how to scan the document and save to a PDF file using **Auto Mode**.

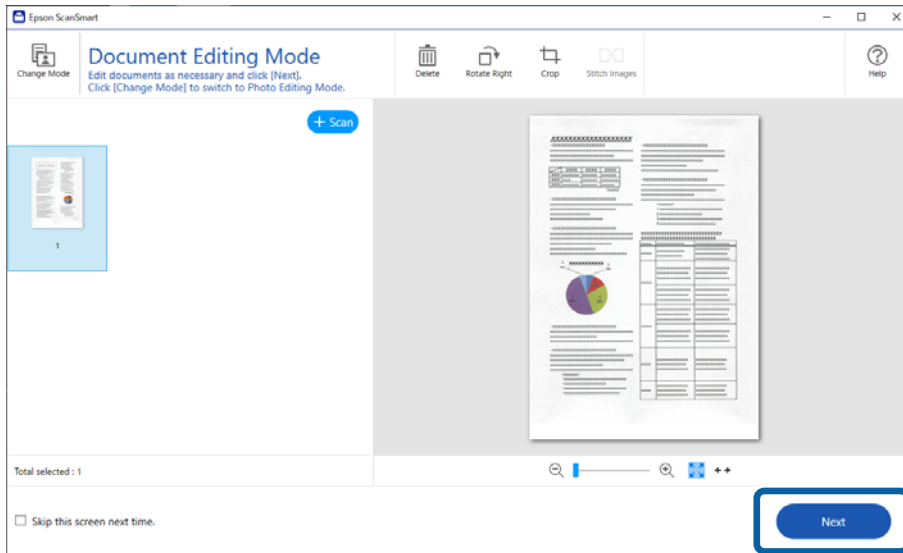
1. Place the originals on your scanner.
2. Start Epson ScanSmart and scan your originals.
 - To scan from the scanner, press the  button on the scanner. Epson ScanSmart opens and scanning starts.
 - To scan from your computer, start Epson ScanSmart, and then click **SCAN**.
3. Check the scanned images, and edit them if necessary.
 - You can also scan and add originals from **Scan**.
 - You can use the buttons at the top of the screen to delete, rotate, and crop scanned images.
 - If you do not want to organize scanned images each time, select **Skip this screen next time..**



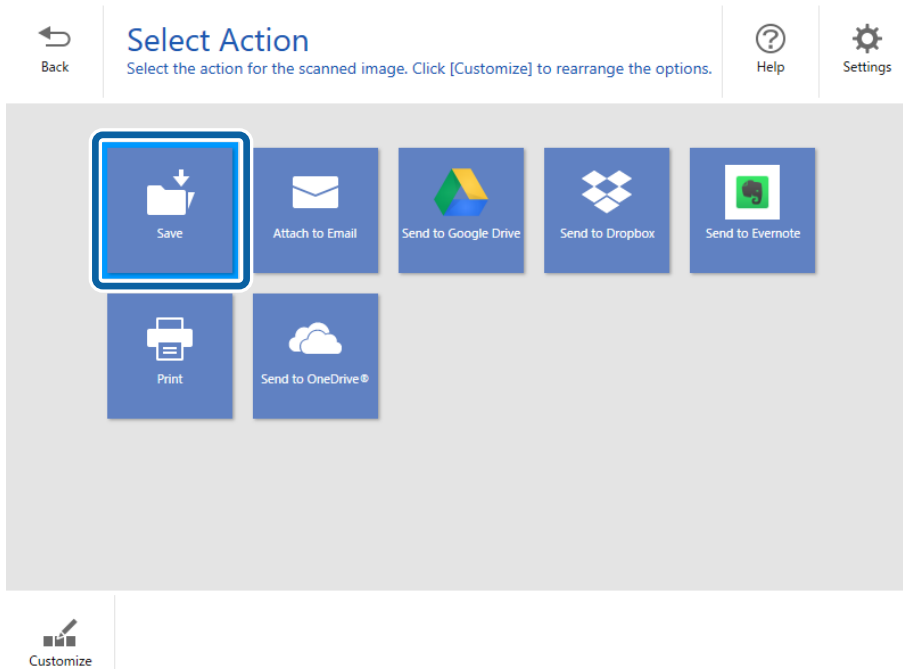
Note:

If you want to edit using **Photo Editing Mode**, click the **Change Mode** button to change the mode.

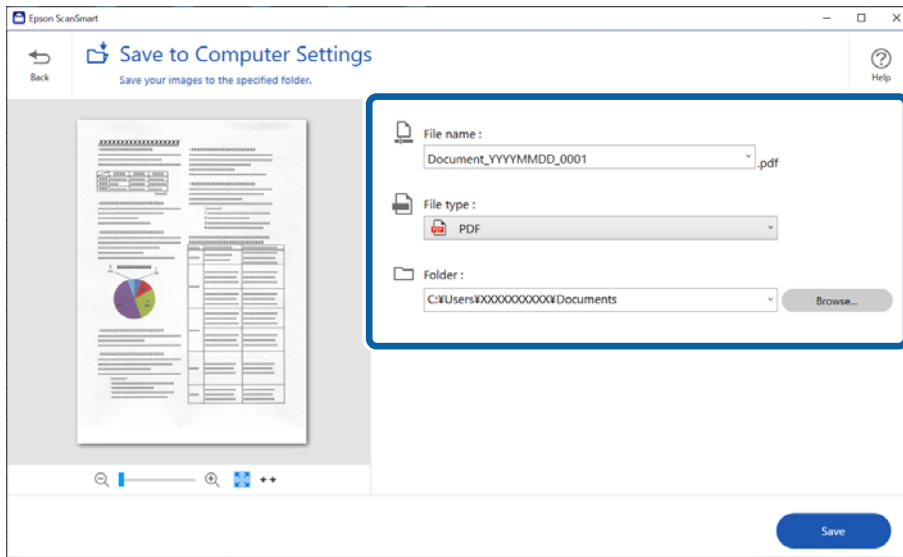
4. Click **Next**.



5. Click **Save** on the **Select Action** window.



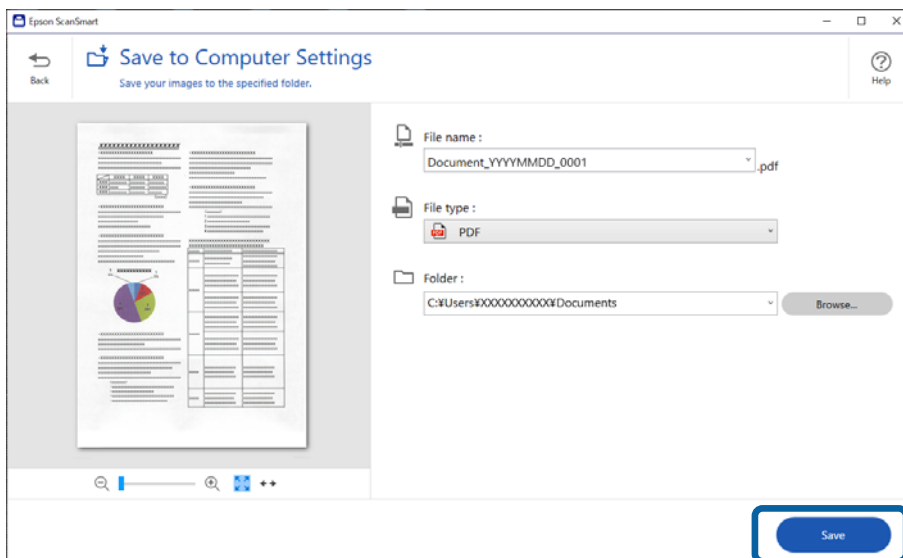
6. Check or change the settings as necessary.



Note:

- ❑ You can change the file naming methods. Click **Back** to return to the **Select Action** window, and then click the **Settings**. Click the **File Name Settings** tab to change the file naming methods.
- ❑ When you select **Searchable PDF** as the **File type** setting, select a language from the **OCR Language** list.

7. Click **Save**.



The scanned image is saved to the specified folder.

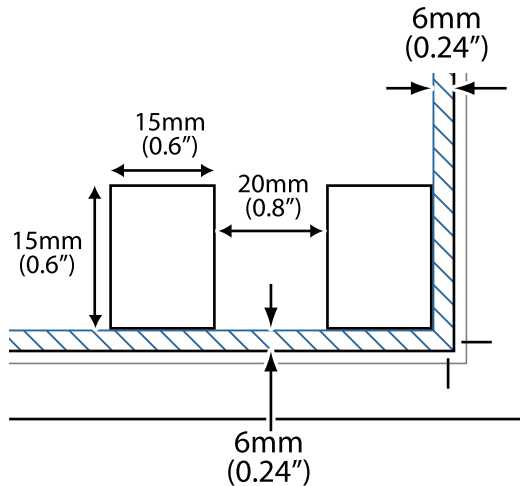
Scanning and Saving Photos

This section explains how to scan photos and save them as JPEG files using **Auto Mode**.


1. Place the originals on your scanner.

Note:

You can scan multiple photos at the same time. Make sure there is a gap of at least 20 mm (0.79 in.) between the photos. Also, place each photo about 6 mm (0.24 in.) away from the edges of the scanner glass.

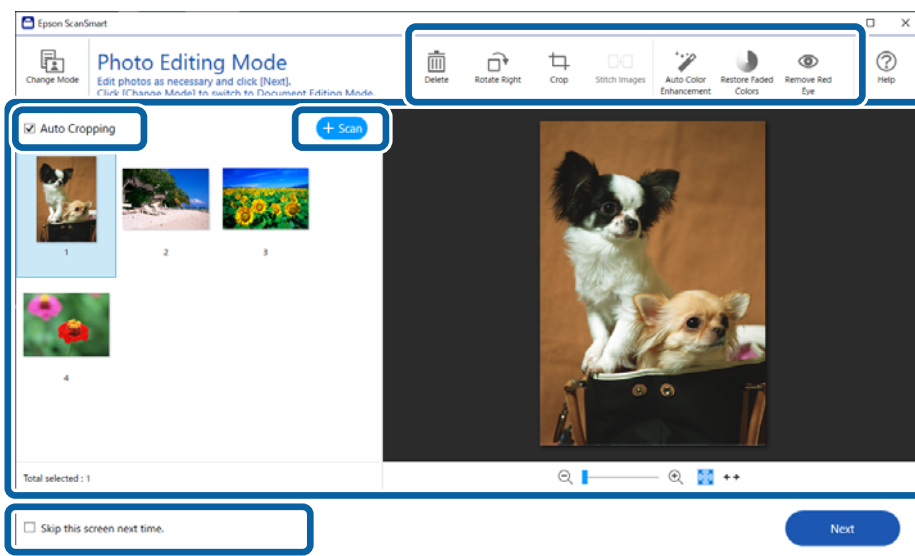


2. Start Epson ScanSmart and scan your originals.

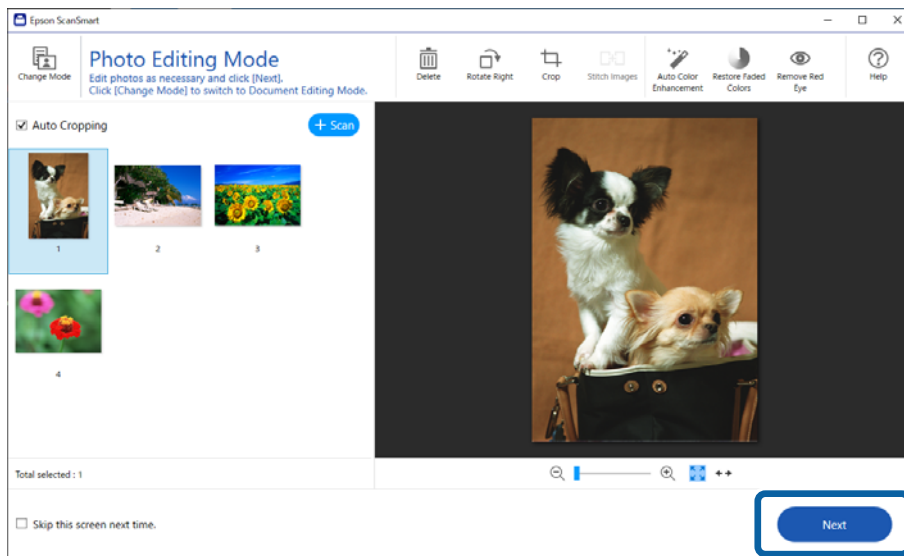
- To scan from the scanner, press the  button on the scanner. Epson ScanSmart opens and scanning starts.
- To scan from your computer, start Epson ScanSmart, and then click **SCAN**.

3. Check the scanned images, and edit them if necessary.

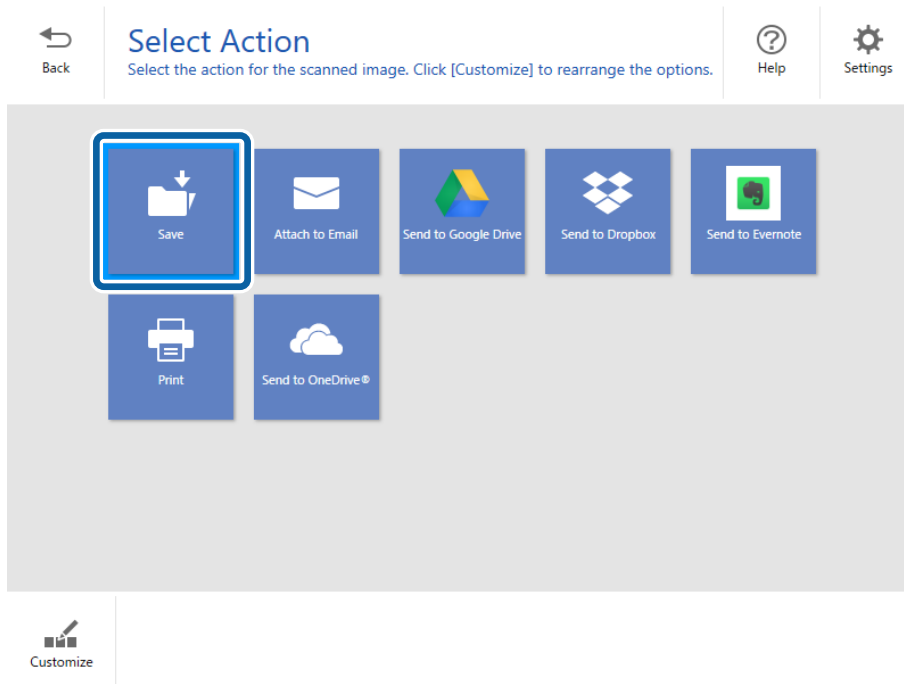
- Select **Auto Cropping** to crop scanned images automatically.
- You can also scan and add originals from **Scan**.
- You can use the buttons at the top of the screen to delete, rotate, or crop the scanned images, and adjust the color.
- If you do not want to organize scanned images each time, select **Skip this screen next time..**



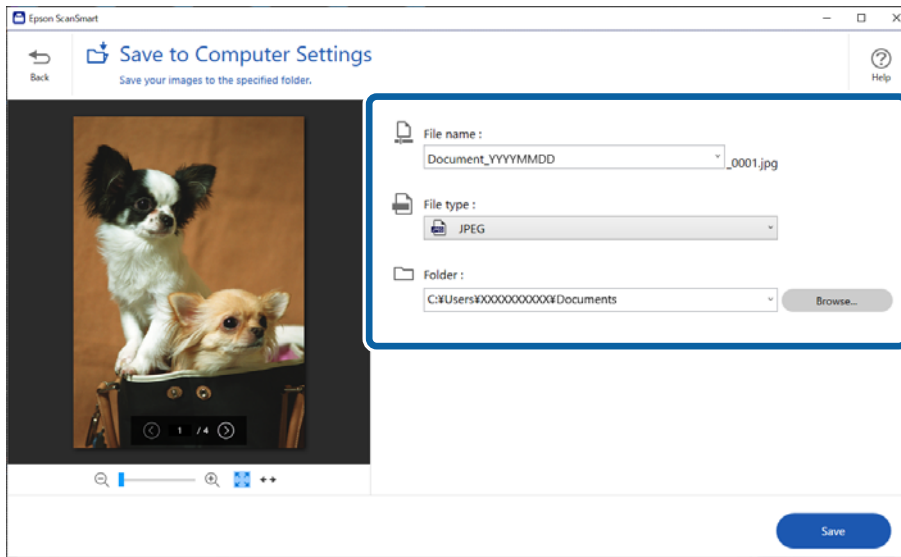
4. Click **Next**.



5. Click **Save** on the **Select Action** window.



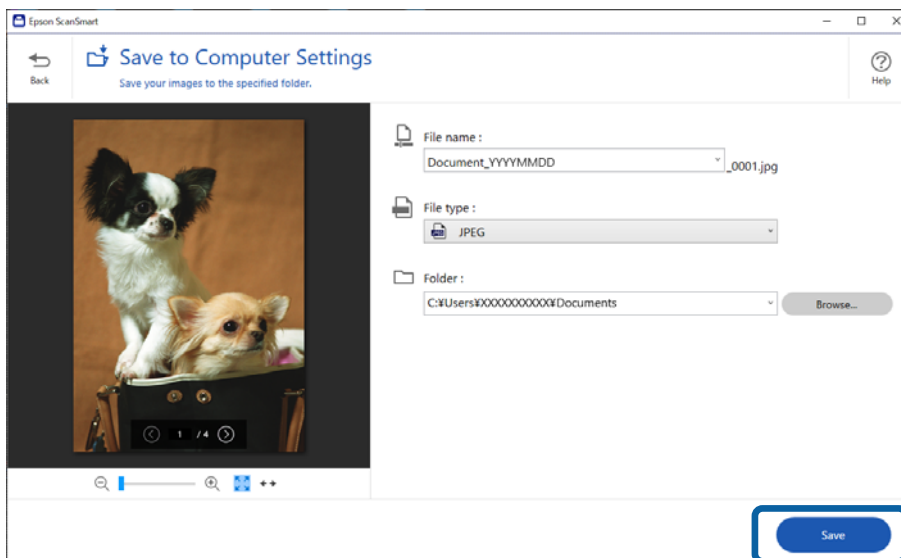
6. Check or change the settings as necessary.



Note:

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

7. Click **Save**.




The scanned image is saved to the specified folder.

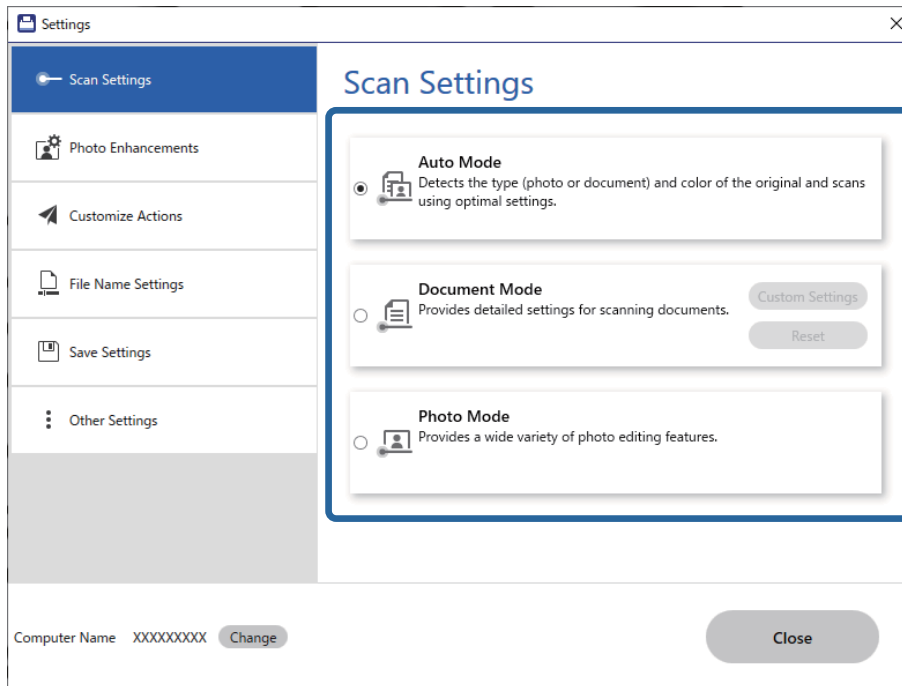
Related Information

➔ [“Stitching Photos” on page 46](#)

Selecting the Scanning Mode

You can select the scanning mode according to the type of originals you are scanning.

1. Click  **Settings** in the **Epson ScanSmart** window.
2. Select the scanning mode on the **Scan Settings** window.



- Auto Mode:** Detects whether your original is a document or a photo and selects the mode automatically.
- Document Mode:** Select this mode when your original is a document. You can make detailed scan settings such as resolution or document size by clicking **Custom Settings**. Click **Reset** to restore the default settings.
- Photo Mode:** Select this mode when your original is a photo. You can scan with a wide variety of image adjustment features. This mode is suitable for scanning fine photos.


When you scan the original using **Photo Mode**, the scan settings screen is displayed. Make detailed settings, and then click **Scan**.

Related Information

- ➔ [“Image Adjustment Features for Document Mode” on page 36](#)
- ➔ [“Image Adjustment Features for Photo Mode” on page 41](#)

Advanced Scanning

Scanning to a PDF File

1. Place your originals.
2. Press the  button on the scanner's control panel.
Scanning starts. When scanning is complete, the **Save to Computer Settings** screen is displayed.

3. Check the settings on the **Save to Computer Settings** screen, and correct them if necessary.
4. Click **Save**.

The scanned image is saved to the folder you specified.


Attaching Scanned Images to an Email

Note:

Epson ScanSmart supports only Outlook or e-mail software that supports MAPI. The following Outlook versions are supported by Epson ScanSmart.

Microsoft Outlook 2003/2007/2010(32bit)/2013(32bit)/2016(32bit)/2019(32bit)/2021(32bit)


Check the help for your e-mail software to confirm if your software supports MAPI.

1. Place your originals.
2. Press the  button on the scanner's control panel.
Scanning starts. When scanning is complete, the **Attach to E-mail Settings** screen is displayed.
3. Check the settings on the **Attach to E-mail Settings** screen, and correct them if necessary.
Select **Save a copy to computer** to save a copy of the scanned data to your computer.
4. Click **Attach to E-mail**.

The email client on your computer starts, and the scanned images are automatically attached to an email.


Using the Scanner as a Copier

You can easily make copies if you have a scanner and a printer connected to your computer.

1. Place your originals.
2. Press the  button on the scanner's control panel.
Scanning starts. When scanning is complete, the **Print Settings** screen is displayed.
3. Check the settings on the **Print Settings** screen, and correct them if necessary.
Select **Save a copy to computer** to save a copy of the scanned data to your computer.
4. Click **Print**.

The scanned image is printed.

Image Adjustment Features for Document Mode

Select **Custom Settings** on the  **Settings** > **Scan Settings** tab to display the scan settings screen. You can adjust scanned images using the features on the **Advanced Settings** tab.

For **Document Mode**, you can use image adjustment features that are suitable for text documents.

Note:

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

Image Option

Remove Background

You can remove the background of the originals.

You can select the level of the effect by selecting the **Main Settings** tab > **Image Type** > **Color**. If you select **High**, you can remove the background color of the originals, such as colored papers, or papers discolored by sunlight or time.

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.

Note:

This feature is not available when you select the **Main Settings** tab > **Image Type** > **Black & White**.

Text Enhancement

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



When you select the **Main Settings** tab > **Image Type** > **Color** or **Grayscale**, you can select the level of the effect from **Standard** or **High**

When you select the **Main Settings** tab > **Image Type** > **Black & White**, the **Settings** button is available which allows you to make detailed settings for the level of the effect in the **Text Enhancement Settings** screen.

Note:

- To use this feature, set the **Resolution** on the **Main Settings** tab to 600 dpi or less.
- Depending on the original or resolution you set, **Text Enhancement** may not be applied.

Auto Area Segmentation

You can make letters clear and images smooth when performing black and white scanning for a document that contains images.



You can adjust the quality of the image part of the original from **Brightness** and **Contrast**.

Note:

- You can only make settings for this feature when selecting the **Main Settings** tab > **Image Type** > **Black & White**.
- To use this feature, set the **Resolution** on the **Main Settings** tab to 600 dpi or less.

Dropout

You can remove the color specified from 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.



Note:

This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Auto** or **Color**.

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:

This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Auto** or **Color**.

Brightness

You can adjust the brightness for the whole image.



Note:

This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.

Contrast

You can adjust the contrast for the whole image. If you increase the contrast, the bright areas become brighter, and the dark areas become darker. On the other hand, if you lower the contrast, the differences between the bright and dark areas of the image are less defined.



Note:

This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.

Gamma

You can adjust the gamma (brightness of the intermediate range) for the whole image. If the image is too light or too dark, you can adjust the brightness.

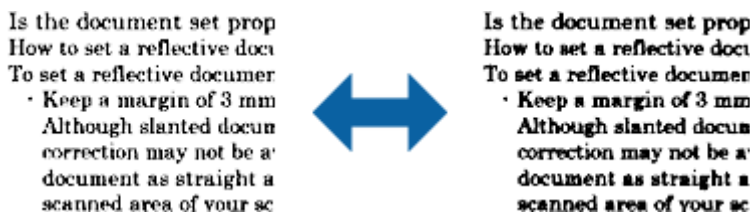


Note:

This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.

Threshold

You can adjust the border for monochrome binary (black and white). Increase the threshold, the black color area becomes larger. Decrease the threshold, the white color area becomes larger.



Note:

This feature may not be available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.

Unsharp Mask

You can enhance and sharpen the outlines of the image.



Note:

*This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Black & White**.*

Descreening

You can remove moiré patterns (web-like shadows) that appear when scanning printed paper such as a magazine.



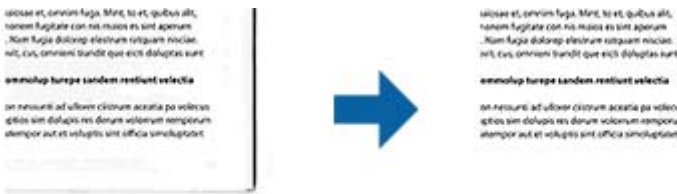
To check for moiré patterns, display the image at 100 % (1:1). If the displayed image is zoomed out, the image appears rough and may look like it has moiré patterns.

Note:

- To use this feature, set the **Resolution** on the **Main Settings** tab to 600 dpi or less.
- This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Black & White**.
- The effect of this feature cannot be checked in the preview window.
- This feature softens the sharpness of the scanned image.

Edge Fill

You can remove the shadow created around the scanned image.



If you select **Settings**, the **Edge Fill Level** screen is displayed, and you can adjust the edge fill ranges for the top, bottom, left, and right.

Note:

The effect of this feature cannot be checked in the preview window.

Dual Image Output (for Windows Only)

You can scan once and save two images with different output settings at the same time.

The **Settings for Output 2** screen is displayed when you select **On** or **Settings**. Change the settings for the second scanned image (image 2).

Watermark (for Windows only)

You can add a watermark to the scanned image.

Select **Settings** to display the **Watermark Settings** screen.

Image Adjustment Features for Photo Mode

In Photo Mode, the scan settings screen opens when scanning. You can adjust scanned images using the features on the **Advanced Settings** tab.

For **Photo Mode**, you can use image adjustment features that are suitable for photos or pictures.

For most features, you can check the adjustment results in the preview window.

Note:

- Some features cannot be set without previewing.
- Some items may not be available depending on other settings you made.

Brightness

You can adjust the brightness for the whole image.



Note:

This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.

Contrast

You can adjust the contrast for the whole image. If you increase the contrast, the bright areas become brighter, and the dark areas become darker. On the other hand, if you lower the contrast, the differences between the bright and dark areas of the image are less defined.



Note:

This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.

Saturation

You can adjust the saturation (color vividness) for the whole image. When you increase the saturation, the colors become vivid. On the other hand, when you lower the saturation, the color becomes neutral (gray).



Note:

*This feature is not available depending on the settings in **Image Type** on the **Main Settings** tab.*

Detailed Adjustments Button

Detailed Adjustments Screen

You can adjust the image quality for the scanned image by using a histogram or tone curve. This allows you to output high-quality images while keeping image degradation to a minimum.

Reset button

Returns adjustments made on the **Detailed Adjustments** screen to their defaults.

Image Adjustment Tab

You can adjust the color balance and gray balance of the image.




Color Balance

Adjusts the color balance of the image. You can adjust the tint when photos are tinted with red and green due to the weather or the lighting where the photo was shot.

Gray Balance Intensity

Adjusts the gray balance of the image. You can remove colors if they have too much of an impact on the image due to the illumination and so on of specific colors.

Operations are available once you select the parts you want to make black and white or

gray (neutral) with the  button.



button

Use the eyedropper displayed on the preview image, and select the parts you want to make black and white or gray (neutral).

Note:

You can change the measurement range for the eyedropper by clicking the **(Configuration)** button, and then selecting **Configuration > Preview > Eyedropper Sampling Area**.



Tone Correction Tab

You can use the tone curve to adjust the brightness and contrast of the image.



Tone Correction

By adjusting the shape of the tone curve, you can adjust the brightness and contrast of the image.

You can add up to 16 points along the line of the tone curve to control the shape.

You can remove unnecessary points by dragging the line outside the graph for the tone curve.

Channel

Select the color (RGB) to be adjusted using the tone curve.

Preset

Standard tone curves have already been registered. We recommend fine-tuning the tone curve after selecting an item that best suits your needs.

When selecting **Linear**, the tone curve becomes a straight line (density is not corrected).

Histogram Adjustment Tab

You can use the histogram to adjust the brightness of the image.






Histogram

While checking the histogram (a graph that indicates light and shade) of the image, you can adjust the brightness (shadow for the darkest parts, gamma for the medium light and shade parts, and highlight for the lightest parts) of the image.

Adjust using one of the following methods.

- Move the triangle mark

The  symbol indicates shadow,  indicates gamma, and  indicates highlights.


- Select the  button

Use the eyedropper displayed on the preview image, and select the color you want to shadow, gamma, or highlight.

- Enter values directly

Adjust the values in **Output** for shadow and highlight. When the highlight is set to 255, the light parts will be white. When the shadow is set to 0, the dark parts will be black.

Note:

You can change the measurement range for the eyedropper by clicking the  (**Configuration**) button, and then selecting **Configuration** > **Preview** > **Eyedropper Sampling Area**.

Channel

Select the color (RGB) to be adjusted using the histogram.

Input

Displays the values for shadow, gamma, and highlight when scanning an original.

Output

Displays the values for the previous shadow and highlight adjustments.

Tone Curve

Displays the density for the output value for the image input value.

Adjusts the density outside of the shadow or highlight parts set in **Histogram**.

Unsharp Mask

You can enhance and sharpen the outlines of the image.



Note:

This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Black & White**.

Color Restoration

You can correct images that have faded to return them to their original colors.



Note:

- Depending on the original, it may not be corrected correctly. In this situation, adjust from the **Detailed Adjustments** screen.
- Depending on the original, the color may differ between the image in the preview window and the scanned image.

Backlight Correction

You can lighten images that are dark due to backlight.



Note:

Depending on the original, it may not be corrected correctly. In this situation, adjust from the **Detailed Adjustments** screen.

Descreening

You can remove moiré patterns (web-like shadows) that appear when scanning printed paper such as a magazine.



To check for moiré patterns, display the image at 100 % (1:1). If the displayed image is zoomed out, the image appears rough and may look like it has moiré patterns.

Note:

- To use this feature, set the **Resolution** on the **Main Settings** tab to 600 dpi or less.
- This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Black & White**.
- The effect of this feature cannot be checked in the preview window.
- This feature softens the sharpness of the scanned image.

Dust Removal

You can remove dust on photos and film.



Note:

- Depending on the state of the original, it may not be corrected correctly.
- The effect of this feature cannot be checked in the preview window.
- If the amount of free space in the memory is running low, you may not be able to scan.

Stitching Photos

You can combine scanned photos to create a single image.

You can use either of the following methods.

- Basic Stitching: Stitches two images together, left and right or top and bottom.




- Advanced Stitching: Stitches by automatically detecting overlapping areas in the images.



Note:

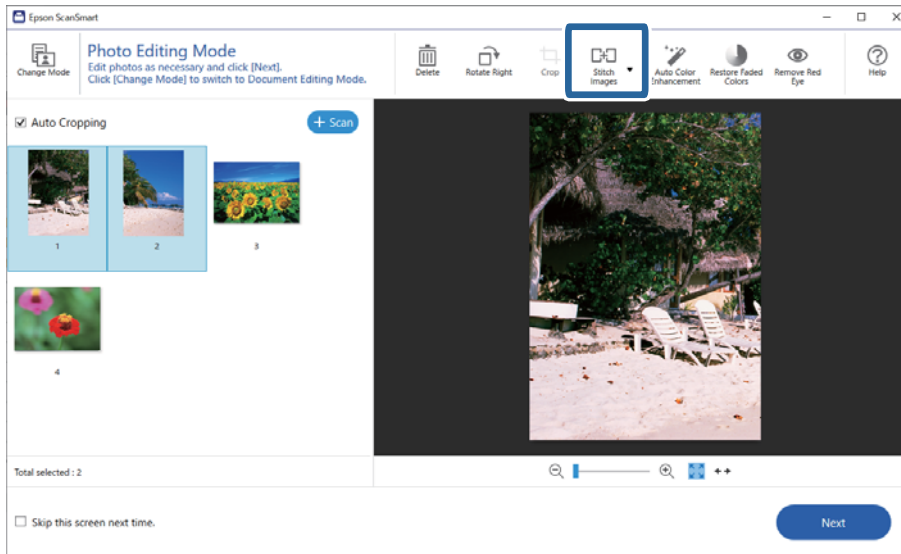
- Photos that are too large cannot be stitched together. The total number of pixels on the long edges of the photo must be less than the following.
 - Basic Stitching: 65,535 pixels (Windows), 39,686 pixels (Mac OS)
 - Advanced Stitching: 25,000 pixels
- This feature may not be available depending on the originals, such as monotonies or charts.

1. Place the originals on your scanner.
2. Start Epson ScanSmart and scan your originals.
 - To scan from the scanner, press the  button on the scanner.
Epson ScanSmart opens and scanning starts.
 - To scan from your computer, start Epson ScanSmart, and then click **SCAN**.

When using **Advanced Stitching**, scan the original multiple times while shifting it each time to create overlapping areas.

3. Select photos you want to combine, and then click **Stitch Images**.

To select multiple images, hold down the Ctrl or Shift key while clicking on the images.



4. Select **Basic Stitching** or **Advanced Stitching**.
5. On the **Stitch Images** screen, check the stitched image. When you have select **Basic Stitching**, you can edit the image using the buttons at the top of the screen to rotate and change the position of the images.
6. Click **OK**, and then follow the on-screen instructions to save the image.

Maintenance

Cleaning the Scanner

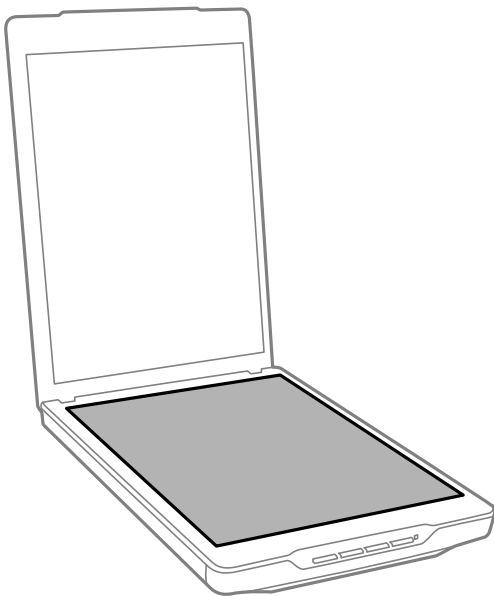
To keep your scanner in optimum operating condition, clean it periodically using the following procedure.

! *Important:*

- Never use alcohol, thinner, or any corrosive solvent to clean the scanner. These chemicals can damage the scanner components and the case.*
- Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and circuitry.*
- Do not spray lubricants inside the scanner.*
- Never open the scanner case.*

1. Unplug the USB cable from the scanner.
2. Clean the outer case with a cloth dampened with mild detergent and water.
3. If the surface of the scanner glass gets dirty, clean it with a soft dry cloth.

If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner on a soft cloth to remove it. Wipe off all remaining liquid.

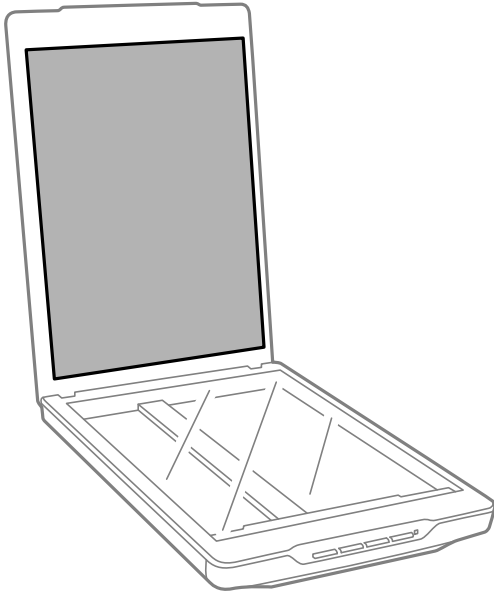


! *Important:*

- Do not press the surface of the scanner glass with any force.*
- Be careful not to scratch or damage the surface of the scanner glass, and do not use a hard or abrasive brush to clean it. A damaged glass surface can decrease the scan quality.*
- Do not spray glass cleaner directly on the glass surface.*

4. If the document mat gets dirty, clean it with a soft dry cloth.

If the document mat is very dirty, dampen a soft cloth with mild detergent and water, wring it out thoroughly, and then wipe off any remaining stains. After that, use a soft dry cloth to wipe the mat.



Related Information

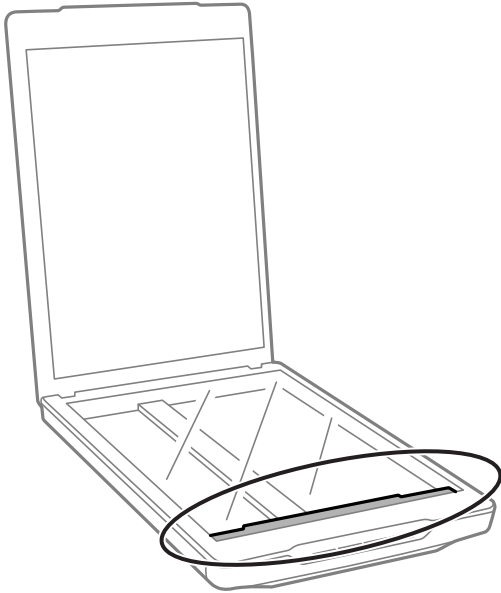
➔ [“Part Names and Functions” on page 11](#)

Transporting the Scanner

If you need to transport your scanner some distance, follow the steps below to pack the scanner.

1. Make sure the carriage is in the home position at the front of the scanner.

If the carriage is not in the home position, connect the scanner to the computer with a USB cable to turn on the scanner, and wait until the carriage moves to the home position.



2. Unplug the USB cable from the scanner.
3. Attach the packing materials that came with the scanner, then repack the scanner in its original box or a similar box that fits the scanner snugly.

! *Important:*

- If the scanner is not repacked correctly, vibrations and shocks during transport may cause damage to the scanner.*
- When transporting the scanner, avoid turning it upside down.*

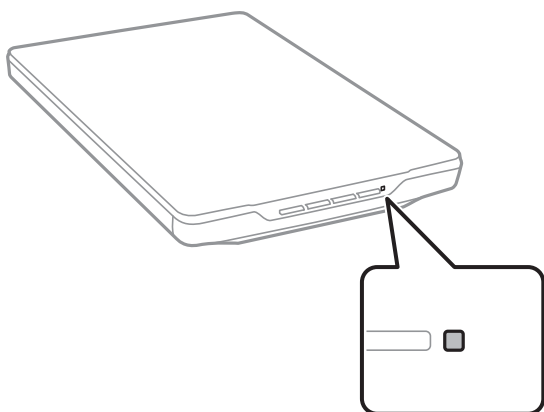
Related Information

➔ [“Part Names and Functions” on page 11](#)

Solving Problems

Scanner Problems

The Status Light Is Flashing



Check the following if the status light is flashing rapidly.

- Make sure the USB cable is securely connected to the scanner and the computer.
- Make sure that Epson ScanSmart and scanner driver (Epson Scan 2) are installed correctly.

If the light continues to flash rapidly, a fatal error may have occurred. Contact your dealer for assistance.

Related Information

- ➔ [“Buttons and Lights” on page 13](#)
- ➔ [“Checking and Installing Your Applications” on page 17](#)

The Scanner Does Not Turn On

- Make sure that Epson ScanSmart and scanner driver (Epson Scan 2) are installed correctly.
- Make sure the USB cable is securely connected to the scanner and the computer.
- Connect the scanner directly to the computer's USB port. The scanner may not work properly when connected to the computer through one or more USB hubs.
- Use the USB cable that came with the scanner.
- Wait a second after connecting the USB cable. It may take a few seconds until the scanner turns on.
- If the scanner does not turn on after trying all of the solutions, uninstall and then re-install scanner driver (Epson Scan 2).

Related Information

- ➔ [“Checking and Installing Your Applications” on page 17](#)

➔ [“Uninstalling Your Applications” on page 18](#)

Scanning Problems

Cannot Start Epson ScanSmart

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

Pressing a Scanner Button Does Not Start the Application

Make sure the following applications are correctly installed.

- Epson ScanSmart
- Scanner driver (Epson Scan 2)

Related Information

➔ [“Checking and Installing Your Applications” on page 17](#)

Scanning Takes a Long Time

- Try scanning your original at a lower resolution setting to speed up scanning.
- Computers with USB 2.0 (high speed) ports can scan faster than those with USB 1.1 ports. If you are using a USB 2.0 port with the scanner, make sure it meets the system requirements.

Scanned Image Problems

Uneven Colors, Dirt, Spots, and so on Appear in Your Scanned Image

- 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.

Related Information

➔ [“Cleaning the Scanner” on page 48](#)

The Image Quality is Rough

- Set the Epson ScanSmart mode according to the original you want to scan. Scan using the settings for documents in **Document Mode** (Document Editing Mode), and the settings for photos in **Photo Mode** (Photo Editing Mode).
- When you are using Document Mode or Photo Mode in Epson ScanSmart, use the image quality adjustment features on the **Advanced Settings** tab on the scan settings screen.
- If the resolution is low, try increasing the resolution and then scanning.
- The scanned image quality may differ from the original you scanned.

Related Information

➔ [“Selecting the Scanning Mode” on page 34](#)

➔ [“Image Adjustment Features for Document Mode” on page 36](#)

➔ [“Image Adjustment Features for Photo Mode” on page 41](#)

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.

- For thin originals, place the original on the scanner glass and then cover it with a piece of black paper.
- When you are using Document Mode or Photo Mode in Epson ScanSmart, adjust the **Brightness** on the **Advanced Settings** tab on the scan settings screen.
This feature may not be available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.
- When you are using Document Mode in Epson ScanSmart, select **Text Enhancement** from **Image Option** on the **Advanced Settings** tab on the scan settings screen.

Related Information

➔ [“Image Adjustment Features for Document Mode” on page 36](#)

➔ [“Image Adjustment Features for Photo Mode” on page 41](#)

Scanned Text or Images are Blurred

- 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, stable surface.
- When you are using Document Mode or Photo Mode in Epson ScanSmart, change the **Resolution** on the **Main Settings** tab on the scan settings screen, and then scan again.

- ❑ When you are using Document Mode in Epson ScanSmart, select **Text Enhancement** from **Image Option** on the **Advanced Settings** tab on the scan settings screen.

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

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

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

In Epson ScanSmart, click  **Settings**, and then click the **Save Settings** tab > **Options** button.

Related Information

- ➔ [“Image Adjustment Features for Document Mode” on page 36](#)
- ➔ [“Image Adjustment Features for Photo Mode” on page 41](#)

Moiré Patterns (Web-Like Shadows) Appear

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

- ❑ When you are using Document Mode or Photo Mode in Epson ScanSmart, enable **Descreening** on the **Advanced Settings** tab on the scan settings screen.



- ❑ When you are using Document Mode or Photo Mode in Epson ScanSmart, change the **Resolution** on the **Main Settings** tab on the scan settings screen, and then scan again.

Related Information

- ➔ [“Image Adjustment Features for Document Mode” on page 36](#)
- ➔ [“Image Adjustment Features for Photo Mode” on page 41](#)

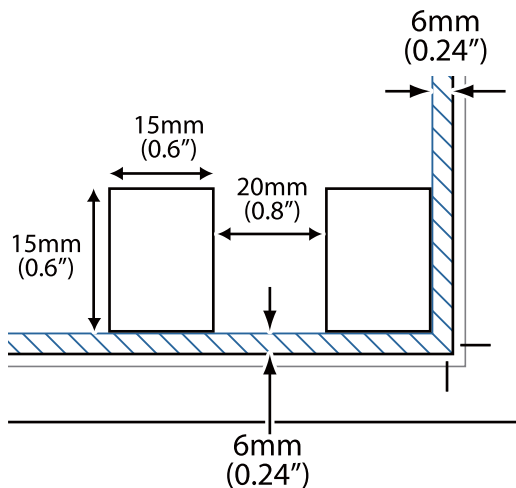
Cannot Scan the Correct Area

- ❑ Make sure the original is placed correctly against the arrow marks in the corners.
- ❑ Move the originals about 2.5 mm (0.1 in.) away from the horizontal and vertical edges of the scanner glass to avoid cropping.
- ❑ Do not use the scanner stand, and place the base of the scanner directly on a flat, stable surface.
- ❑ Depending on the the original, automatic cropping according to the size may not work correctly. Set the original size manually using Document Mode in Epson ScanSmart.

Select  **Settings** > **Scan Settings** tab > **Document Mode**. Click **Custom Settings**, and then select the size of the original in **Main Settings** > **Document Size**.

Cannot Scan Multiple Photos at the Same Time

- ❑ When placing multiple originals on the scanner glass, make sure there is a gap of at least 20 mm (0.79 in.) between the originals. Also, place the original approximately 6 mm (0.24 in.) vertically and horizontally away from the edges of the scanner glass.



- ❑ Check that the original is placed straight.
- ❑ Depending on the originals, you may not be able to scan multiple photos at the same time. Scan such originals one by one by.

Images are Not Rotated Correctly

- ❑ Small photos are not rotated automatically.
- ❑ Photos for which the top and bottom cannot be detected are not rotated automatically. Rotate manually using the **Rotate Right** button in Epson ScanSmart.

A Line or Line of Dots Always Appears in Your Scanned Images

- ❑ Clean the scanner glass and document mat. If the problem continues, the scanner glass may be scratched. Contact your dealer for assistance.
- ❑ Remove any dust from the original.

Straight Lines in Your Image Come Out Crooked

Make sure the original is placed perfectly straight on the scanner glass.

Colors Are Patchy or Distorted at the Edges of Your Image

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

Character is not Recognized Correctly

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

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

Note:

You need the EPSON Scan OCR Component to save as a **Searchable PDF**. When you set up the scanner using the installer, this is installed automatically.

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
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**.

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).

Related Information

➔ [“Uninstalling Your Applications” on page 18](#)

➔ [“Installing Your Applications” on page 18](#)

Technical Specifications

General Scanner Specifications

Note:

Specifications are subject to change without notice.

Scanner type	Flatbed color
Photoelectric device	CIS
Effective pixels	40800×56160 pixels at 4800 dpi The scanning area may be restricted if the resolution setting is too high.
Maximum Document Size	216×297 mm (8.5×11.7 inches) A4, Letter
Scanning resolution	4800 dpi (main scan) 4800 dpi (sub scan)
Output resolution	Depends on the Epson ScanSmart mode. <input type="checkbox"/> Auto Mode (Document Editing Mode): 200 dpi <input type="checkbox"/> Auto Mode (Photo Editing Mode): 300 dpi <input type="checkbox"/> Document Mode: 50 to 1200 dpi <input type="checkbox"/> Photo Mode: 50 to 9600 dpi
Color Depth	16 bits per pixel per color internal 8 bits per pixel per color external (maximum)
Light source	LED

Dimensional Specifications

Dimensions *	Width: 249 mm (9.9 inches) Depth: 364 mm (14.4 inches) Height: 39 mm (1.6 inches)
Weight	Approx. 1.4 kg (3.1 lb)

* Without protruding parts.

Electrical Specifications

Power supply	USB bus power
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Rated input voltage	DC 5 V
Rated input current	0.5 A
Power consumption	Operating: Approx. 2.5 W Ready mode: Approx. 1.1 W Power off: Approx. 0.0125 W

Environmental Specifications

Temperature	Operating	10 to 35 °C (50 to 95 °F)
	Storage	-20 to 60 °C (-4 to 140 °F)
Humidity	Operating	20 to 80% (without condensation)
	Storage	20 to 80% (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.

Interface Specifications

USB Interface

Interface type	Hi-Speed USB
Electrical standard	Full Speed mode (12 Mbits per second) and Hi-Speed mode (480 Mbits per second) of Universal Serial Bus Specification Revision 2.0.
Connector type	One Micro-B port

System Requirements

The following shows the system requirements for Epson ScanSmart.

Supported operating systems may vary depending on the application.

Windows	Windows 11 or later Windows 10 Windows 8/8.1 Windows 7
Mac OS*1 *2	Mac OS X 10.11 or later, macOS 11 or later

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

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

Standards and Approvals

Standards and Approvals for European Model

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

<http://www.epson.eu/conformity>

J371B

Standards and Approvals for Australian Model

EMC	AS/NZS CISPR32 Class B
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Standards and Approvals for U.S. Model

EMC	FCC Part 15 Subpart B Class B CAN ICES-3 (B)/NMB-3 (B)
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Where to Get Help

Technical Support Web Site

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

<http://support.epson.net/>

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

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

Contacting Epson Support

Before Contacting Epson

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

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

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

Note:

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

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.tw>

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk

Phone: +886-2-2165-3138

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Repair service center:

<http://www.tekcare.com.tw/branchMap.page>

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

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

Internet URL

<http://www.epson.com.au>

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

Epson Helpdesk

Phone: 1300-361-054

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

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

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in Singapore

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

World Wide Web

<http://www.epson.com.sg>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problem troubleshooting
- Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.th>

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

Epson Call Centre

Phone: 66-2460-9699

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

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

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

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

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

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.id>

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

Epson Hotline

Phone: 1500-766 (Indonesia Only)

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

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

- Sales enquiries and product information
- Technical support

Help for Users in Hong Kong

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

Internet Home Page

<http://www.epson.com.hk>

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

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.my>

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

Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair services and warranty

Epson Malaysia Sdn Bhd (Head Office)

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.in>

Information on product specifications, drivers for download, and products enquiry are available.

Toll Free Helpline

For Service, Product information or to order consumables -

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

Email

calllog@epson-india.in

WhatsApp

+91 96400 00333

Help for Users in the Philippines

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

World Wide Web

<http://www.epson.com.ph>

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

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digitel) 1-800-3-0037766

Metro Manila: +632-8441-9030

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

E-mail: customercare@epc.epson.com.ph

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

Our Customer Care team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-8706-2609

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