EPSON

# DS-51000WN

# User's Guide


Product Features

Scanner Basics

Specifications and Placing of Originals

Scanning

Maintenance

Solving Problems


NPD7771-01 EN

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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://support.epson.com (U.S., Canada, and 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

➡ A link to a related section.

# Descriptions Used in this Manual

❏ Screenshots for the applications are from Windows 11 or macOS Sequoia. The content displayed on the screens varies depending on the model, situation, and region.

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

# Operating System References

### Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Server 2025", "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® 2025 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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- ❏ Dropbox is a trademark or registered trademark of Dropbox Inc..
- ❏ Evernote is a registered trademark or trademark of the Evernote Corporation in the United States.
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Advisories and Warnings for Connecting to the Internet. . . . . 13

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# Safety Instructions

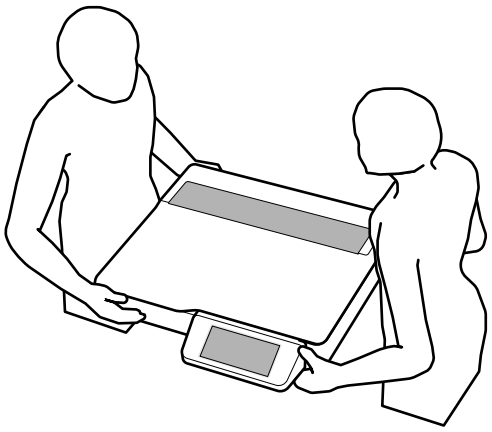
Read and follow these instructions to ensure safe use of this product. Make sure you keep this manual for future reference. Also, be sure to follow all warnings and instructions marked on the product.

- ❏ 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 and options close enough to the computer for the interface cable to reach it easily. Do not place or store the product and options or the AC adapter 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 AC adapter 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 AC adapter or the 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 AC adapter that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.
- ❏ The AC adapter is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.
- ❏ 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 AC adapter, product, or product options 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, options, and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the product, options, or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product, options, or the AC adapter 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 AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners except as specifically explained in the product's guides.
- ❏ If you are not going to use the product for a long period, be sure to unplug the AC adapter 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.
- ❏ After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- ❏ Because the product is heavy, one person should never attempt to lift or carry it alone. Two people should lift and carry the product.



- ❏ If the LCD screen is damaged, in the U.S., Canada, and Latin America, contact Epson support, in other regions, contact your dealer. 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 conditions 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. If the screen's surface chips or cracks, contact Epson support (U.S. and Canada) or your dealer (other regions), and do not touch or attempt to remove the broken pieces.

❏ 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 to 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, the password is the 8-digit number shown on the label. If there is no "PASSWORD" label attached, the password is the serial number on the label attached to the back of the product.

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, enter the administrator password during the following operations:

- ❏ 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 the password from the product's control panel or in Web Config.

When changing the password, the new password must be 8 to 70 characters long and only contain single-byte alphanumeric characters and symbols.

### Related Information

➡ "Configuring the Administrator Password" on page 187

## 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 setting, in the U.S., Canada, and Latin America, contact Epson support. In other regions, contact your dealer.

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

# Product Features

Auto Cropping for Multiple Originals. . . . . .16

Capturing Both Sides of an ID Card in One Image. . . . . 16

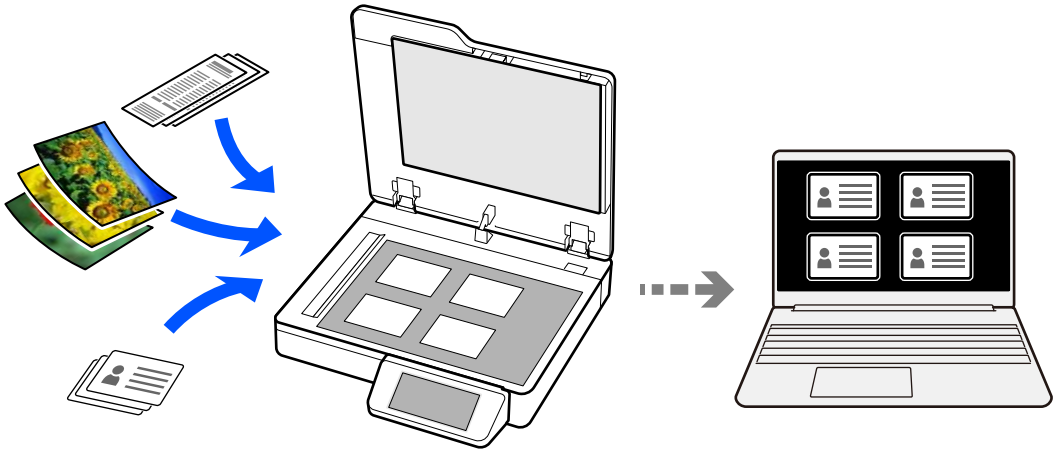
Scanning Books with the Document Cover Open. . . . . 17

Sending Scanned Images Simply by Operating the Touchscreen (Scan to Features). . . 17

# Auto Cropping for Multiple Originals

When scanning from the scanner glass, you can scan multiple originals at once. They are automatically saved as separate images.

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



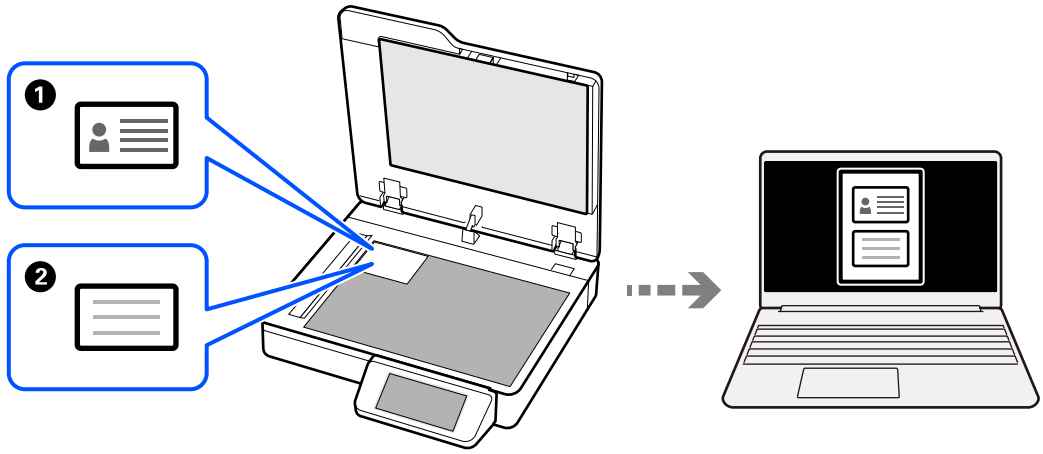
***Note:***
*Epson Smart Panel does not support scanning multiple originals at once.*

### Related Information

➡ "Placing Multiple Originals at Once" on page 39

# Capturing Both Sides of an ID Card in One Image

You can scan both sides of an ID card and save the scans as one image.



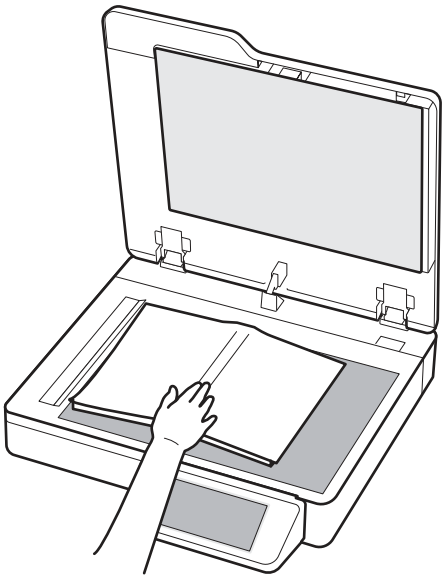

### Related Information

➡ "Placing an ID Card" on page 41
➡ "Scanning Using the Control Panel" on page 50

# Scanning Books with the Document Cover Open

When you use Book Scanning Mode, scanning starts automatically when you open to the page you want to scan and place it on the scanner glass.

You do not need to close the document cover each time you scan.



**Related Information**

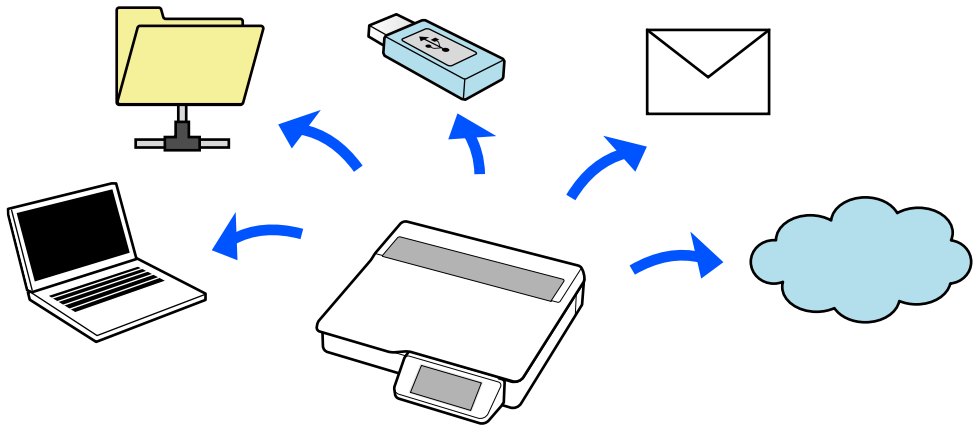
➡ "Scanning Books Continuously (Book Scanning Mode)" on page 43

➡ "Scanning Using Epson Scan 2" on page 91

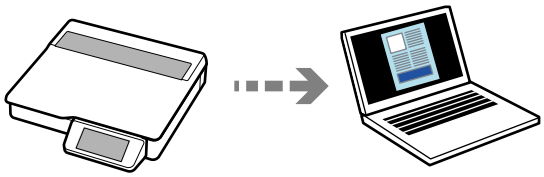
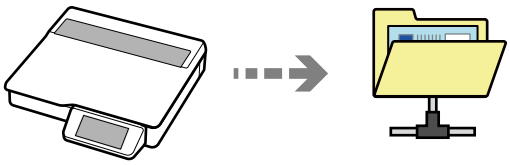
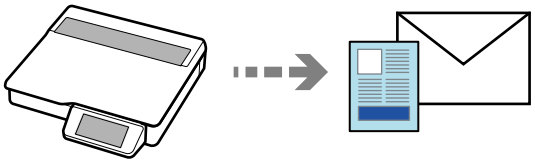
# Sending Scanned Images Simply by Operating the Touchscreen (Scan to Features)

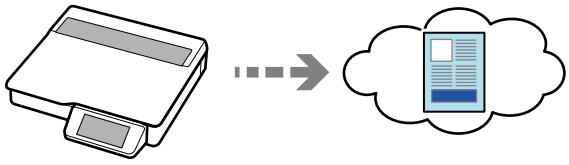
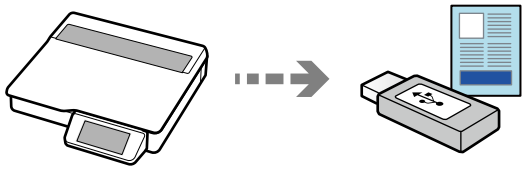
You can scan by simply operating the touchscreen on the product without having to use a computer. This removes the need to operate a computer, simplifying the digitization workflow. This also improves security since no data is stored on the computer.

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 |
|---|---|
| If you want to save images to a connected computer<br> | **Scan to Computer Feature**<br>Scan by starting the software (Document Capture Pro) installed on your computer from the control panel.<br>"Scan to Computer Feature Work Flow" on page 50 |
| If you want to save images to a folder on the network<br> | **Scan to Network Folder/FTP Feature**<br>You need to create a shared folder on the same network as the scanner.<br>As well as Network Folder (SMB), you can also set FTP/FTPS and WebDAV (HTTPS/HTTP) as the destination for scanned images.<br>"Scan to Network Folder/FTP Feature Work Flow" on page 52 |
| If you want to send images by email directly from the scanner<br> | There are two features that allow you to send scanned images as email attachments. See the following for more details.<br>"To Send via Email" on page 57 |

| Destination of Scanned Images | Feature to Use |
|---|---|
| If you want to send images directly from the scanner to a cloud service<br> | **Scan to Cloud Feature**<br>Using Epson's cloud service, *Epson Connect*, you can send scanned images to an email address and another company's cloud service.<br>You can send images to cloud services such as Evernote, Google Drive, and Dropbox, as well as to an email address.<br>"Scan to Cloud Feature Work Flow" on page 64<br>***Note:***<br>*Available services are subject to change without notice.* |
| If you want to save images to a USB drive connected to the scanner<br> | **Scan to USB Drive Feature**<br>"Scan to USB Drive Feature Work Flow" on page 69 |
| If you want to save images to a computer connected to the scanner using the WSD feature | **Scan to WSD**<br>"Scan to WSD Work Flow" on page 74 |

### Related Information

➡ "Scanning Using the Control Panel" on page 50

# Scanner Basics

Part Names and Functions. . . . . .21

Inserting and Removing a USB Drive. . . . . .22

Control Panel. . . . . 23

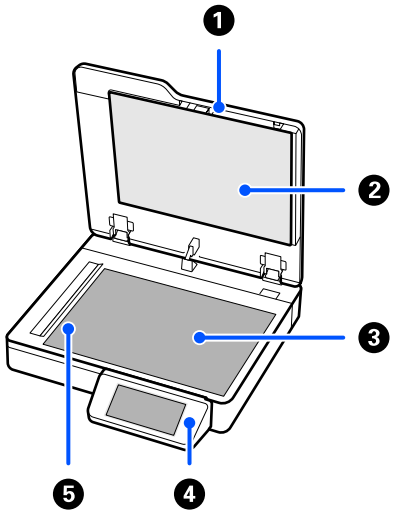
Administrator Password for the Device. . . . . 27

Information on Applications. . . . . 28

# Part Names and Functions

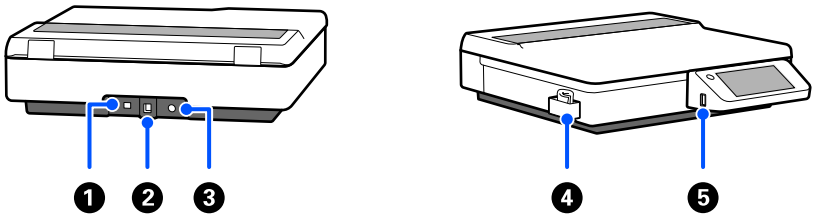
***Note:***
*The label is attached to the top or side of the product. Under special conditions permitted by regulations, the label is attached to the bottom of the product or under the cover.*

### Front




| | | |
|---|---|---|
| 1 | Document cover | Blocks external light while scanning. |
| 2 | Document mat | Mat on the inside of the document cover. |
| 3 | Scanner glass | Place the originals. |
| 4 | Control panel | Displays the scanner's status and performs scanner operations. |
| 5 | Carriage | Sensor that scans originals. |

### Side / Rear




| | | |
|---|---|---|
| 1 | LAN port | Connect a LAN cable. |
| 2 | USB port | Connect a USB cable. |
| 3 | DC inlet | Connect the power cord. |
| 4 | Cleaning cloth holder | Holds the cleaning cloth. |
| 5 | External interface USB port | Connect a USB drive. |

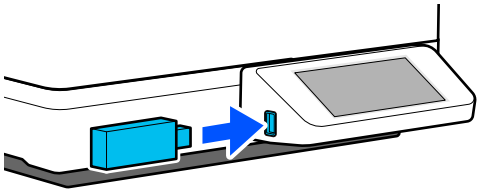
**Related Information**

➡ "Cleaning the Scanner Glass" on page 140

# Inserting and Removing a USB Drive

## Inserting a USB Drive

Insert a USB drive into the external interface USB port.

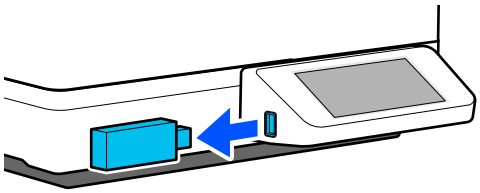


**Related Information**

➡ "Scan to USB Drive Feature Work Flow" on page 69

## Removing a USB Drive

Remove a USB drive.



***Important:***

❏ *If you remove the USB drive 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 the 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

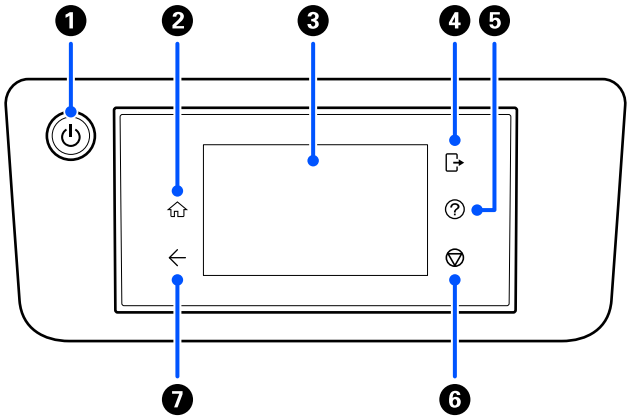
❏ When used incorrectly

❏ When broken or repaired

❏ When damaged by natural disaster

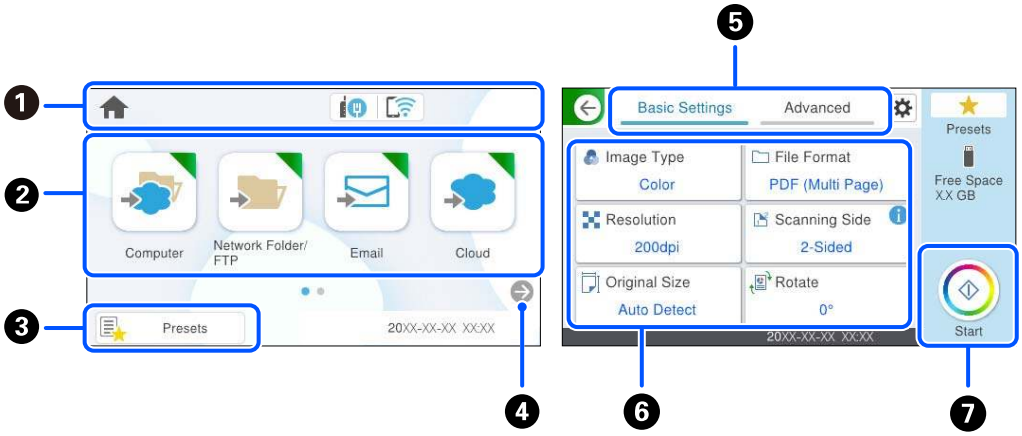
# Control Panel

## Buttons and Lights



| | | | |
|---|---|---|---|
| ❶ | ⏻ | Power button/ light | Press this button to turn 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 | Press this button to display the home screen. |
| ❸ | - | LCD screen | Tap the screen to select menus or settings. |
| ❹ | ⎆ | Log out | Press this button to log you out of the scanner when **Lock Setting** is enabled and you are logged in. |
| ❺ | ? | Help | Press this button to display the help screen. |
| ❻ | ▽ | Stop | Press this button to stop the current operation. |
| ❼ | ← | Back | Press this button to return to the previous screen. |

## Guide to the LCD Screen



| | |
|---|---|
| ❶ | Displays the scanner status icons. Select an icon to check the current settings or access each setting menu. |
| ❷ | Displays each menu. |
| ❸ | Displays a list of your presets. You can load your presets and register new presets. |
| ❹ | Switch screens. |
| ❺ | Switch tabs. |
| ❻ | Displays the list of settings. Select a setting to change it.<br>Grayed out items are not available. |
| ❼ | Starts scanning using current settings. |

## Icons Displayed on the LCD Screen

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

| | |
|---|---|
|  | This icon indicates that you are on the home screen. |
|  | This icon is displayed when a firmware update is available.<br>Tap it to update the firmware and improve the scanner's features. We recommend using the scanner with the latest version of the firmware. |
|  | Tap this icon to display the network connection status and to check and change the current settings. This is the shortcut for the following menu.<br>**Settings** > **Network Settings** > **Wi-Fi Setup** |
|  | The scanner is not connected to a wired (Ethernet) network or network connection settings have not been configured. |
|  | 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 an SSID, the IP address has not been set, or the scanner is 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. |
|  | This icon indicates that the user restriction feature is enabled. Tap this icon to log in to the scanner. You need to enter the password. Contact your scanner administrator for the password.<br>When  is displayed, a user with access permission is logged in. Select the icon to log out. |
|  | Tap this icon to return to the previous screen. |

| | |
|---|---|
| ● | This icon indicates that the scan settings have been changed from the factory default or the default set in **User Settings**. |
| ⓘ | This icon indicates that there is additional information. Tap the icon to display the information. |

### *Logging in as an Administrator from the Control Panel*

When **Lock Setting** is enabled, you can use any of the following methods to log in from the scanner's control panel.

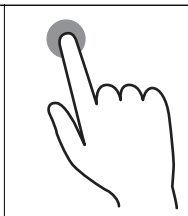
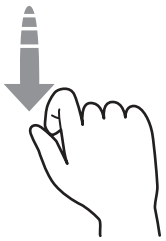
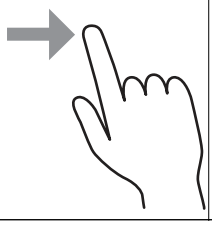
1. Tap at the top right of the screen.
2. When the **Select User** screen is displayed, select **Administrator**.
3. Enter the password to log in.

   A login complete message is displayed, and then the Home screen on the control panel is displayed.

To log out, tap at the top right of the screen or press the button.

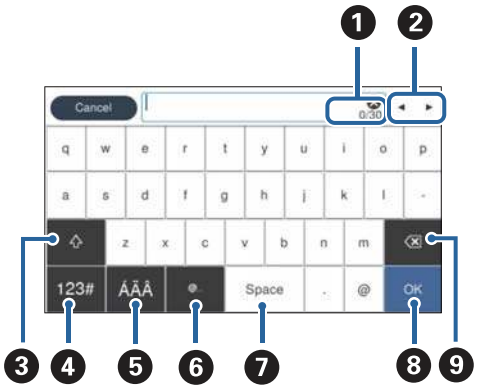
## Touchscreen Operations

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 contacts or select settings.




***Note:***
*Available icons vary depending on the setting item.*

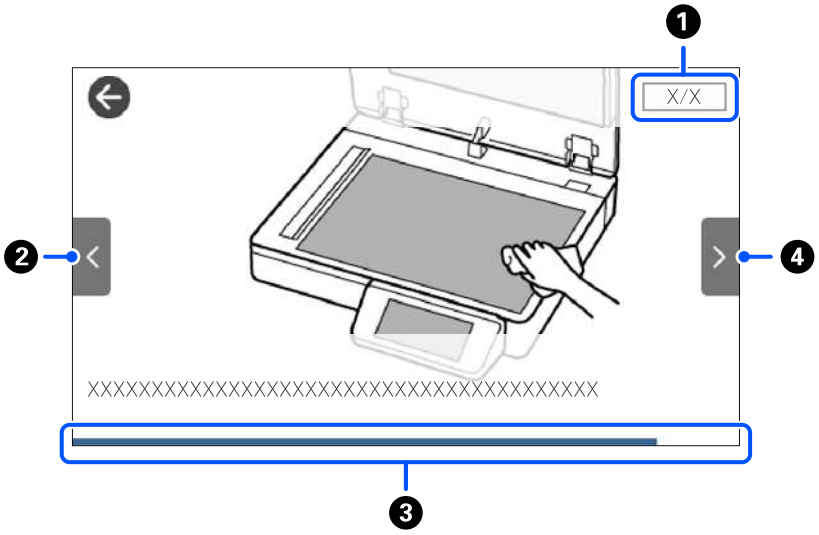
| | |
|---|---|
| ❶ | Displays the number of characters. |
| ❷ | Moves the cursor to the input position. |
| ❸ | Switches between upper case and lower case or numbers and symbols. |
| ❹ | Switches the character type.<br>123# : You can enter numbers and symbols.<br>ABC : You can enter letters. |
| ❺ | Switches the character type. You can enter alphanumeric and special characters such as umlauts and accents. |
| ❻ | Enters frequently used email domain addresses or URLs by simply selecting the item. |
| ❼ | Enters a space. |
| ❽ | Fixes the entered characters. |
| ❾ | Deletes the character to the left of the cursor. |

## 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: The 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 4 of 5. |
| ❷ | Moves 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. |

# 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, the password is the 8-digit number shown on the label. If there is no "PASSWORD" label attached, the password is the serial number on the label attached to the back of the product.

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, enter the administrator password during the following operations:

- ❏ 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 the password from the product's control panel or in Web Config.

When changing the password, the new password must be 8 to 70 characters long and only contain single-byte alphanumeric characters and symbols.

### Related Information

➡ "Configuring the Administrator Password" on page 187

## 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 setting, in the U.S., Canada, and Latin America, contact Epson support. In other regions, contact your dealer.

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

# Information on Applications

This section introduces the applications available for your scanner. The latest applications can be downloaded from 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 2025

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 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 smartphones 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 148

## 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 configure 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

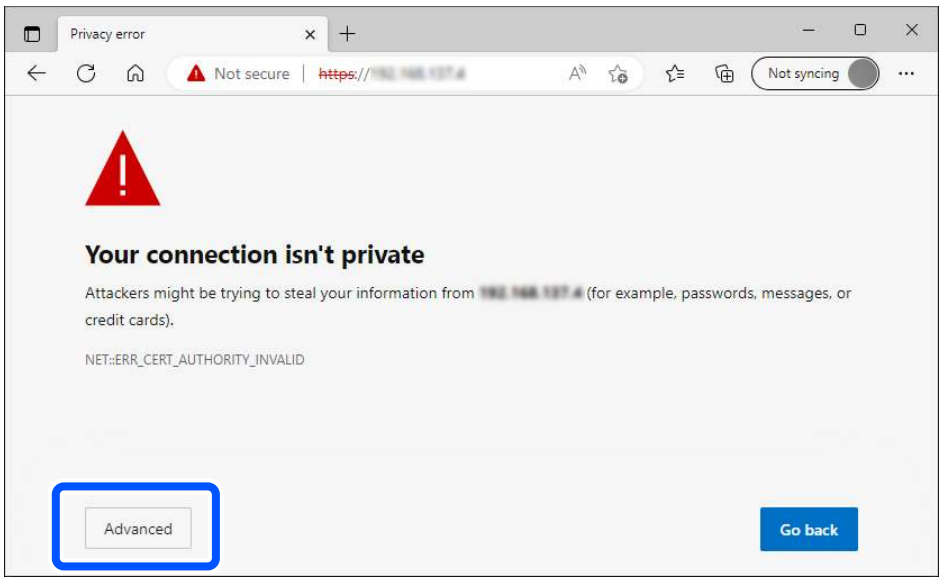
2. Launch a browser from a computer or a smart device, and then enter the scanner's IP address in the address bar.

   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 111

➡ "Registering a Destination (Network Folder (SMB))" on page 112

➡ "Registering a Destination (FTP)" on page 113

➡ "Registering a Destination (SharePoint(WebDAV))" on page 115

## 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 2025

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

❏ Windows 10/Windows Server 2022/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 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. 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

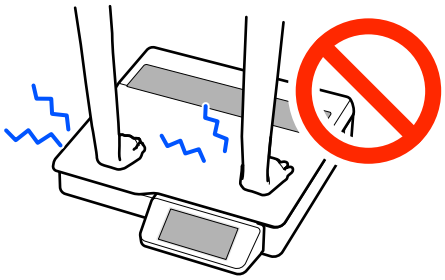
# Specifications and Placing of Originals

Placing Originals on the Scanner Glass. . . . . .35

# 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.*



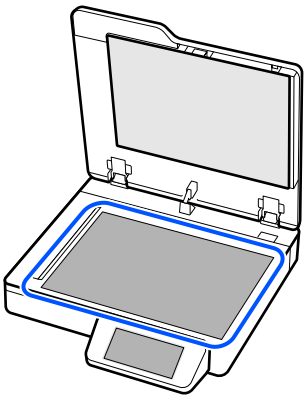
❏ *Do not press too hard on the scanner glass or document cover.*

❏ *Do not open the document cover to an angle larger than 80 degrees. This could damage the hinge.*

❏ *Remove the original when scanning is complete. If you leave the original on the scanner glass for a long time, it may stick to the glass.*

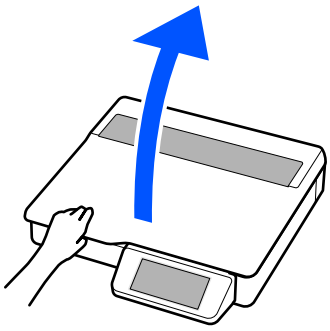
***Note:***

❏ *Always keep the scanner glass clean.*

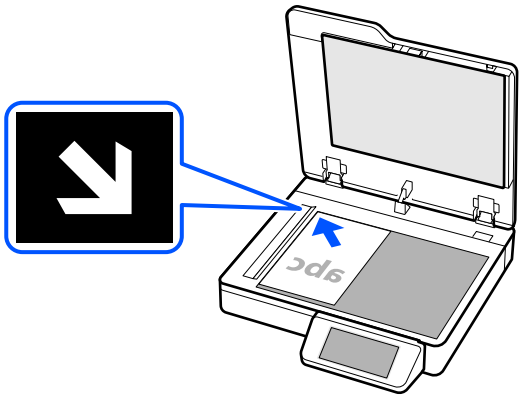


## Placing an Original

1. Open the document cover.

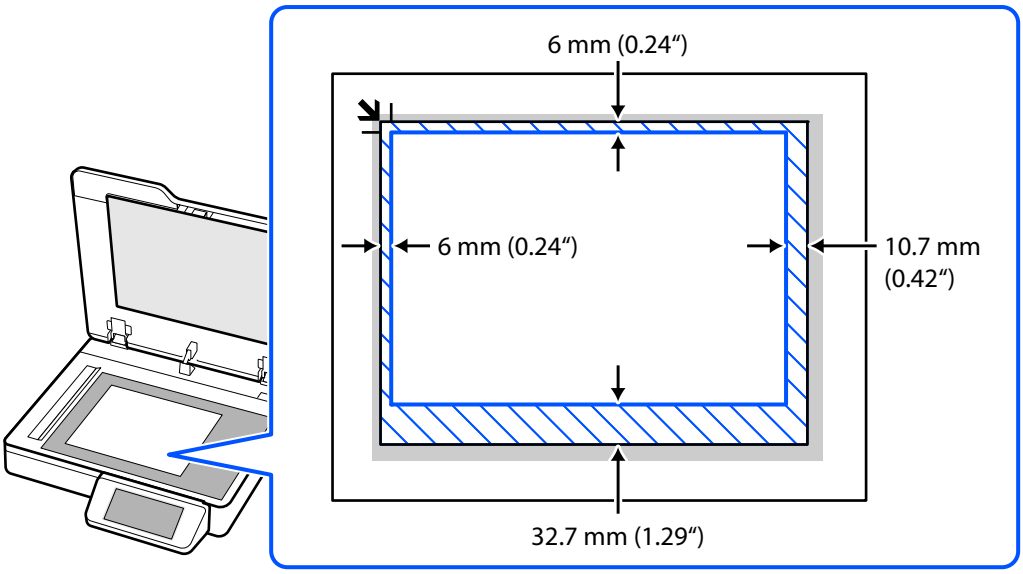


2. Place the original face-down and align it with the corner.

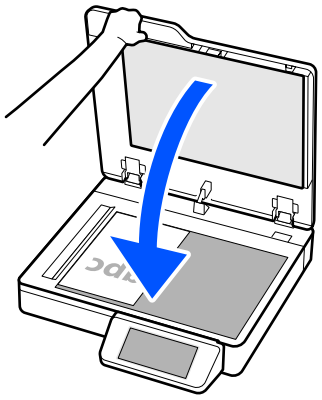


***Note:***

- ❏ *The maximum size of the original you can scan is 297.1×431.8 mm (11.7×17 in.).*
- ❏ *There are areas at the top, bottom, left, and right edges of the scanner glass that cannot be scanned, as shown in the illustration.*




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.

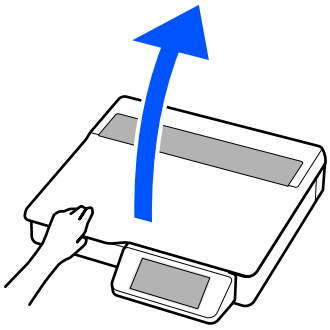
***Note:***

❏ ***Book Scanning Mode*** *allows you to efficiently scan books with the document cover open.*

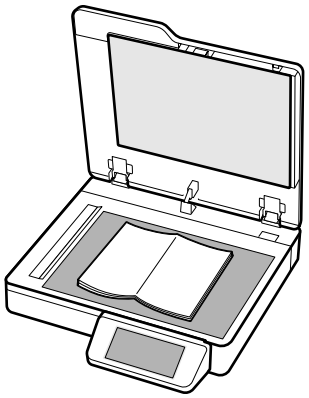
*"Scanning Books Continuously (Book Scanning Mode)" on page 43*

❏ *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.



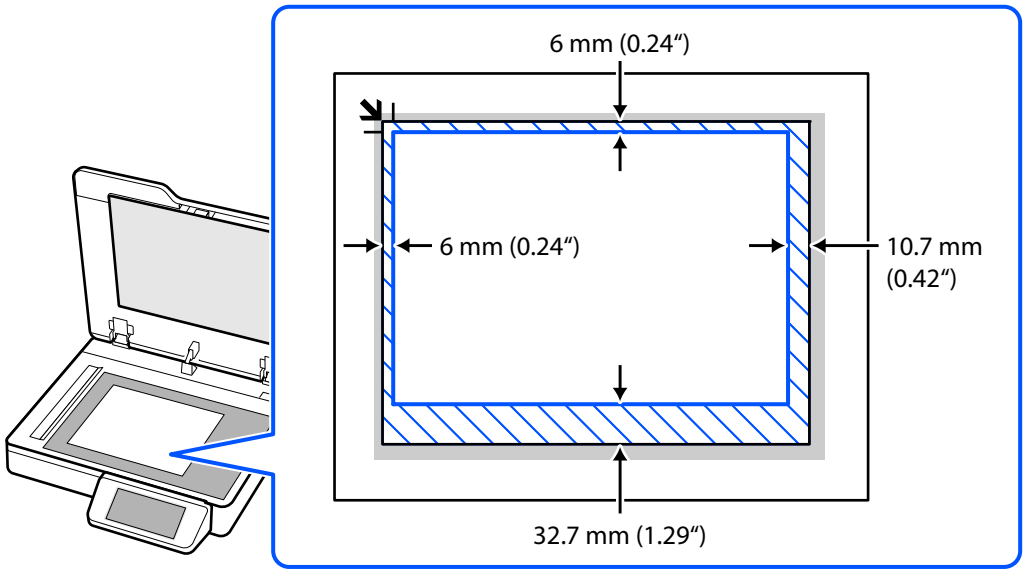
2. Place the original face down in the center of the scanner glass.



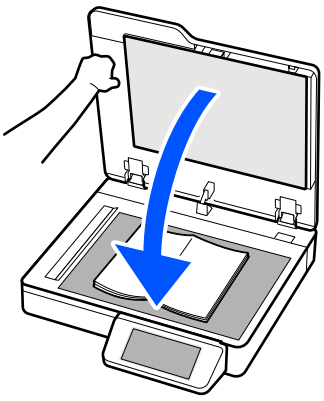
***Note:***

❏ *The maximum size of the original you can scan is 297.1×431.8 mm (11.7×17 in.).*

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

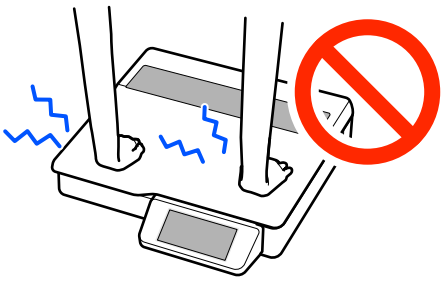



3. Close the document cover gently so that your original does not move.



***Important:***

❏ *Do not press too hard on the scanner glass. Otherwise, the scanner may be damaged.*



❏ *Do not press too hard on the scanner glass or document cover.*

# Placing Multiple Originals at Once

When scanning from the scanner glass, you can scan multiple originals at once. They are automatically saved as separate images.

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

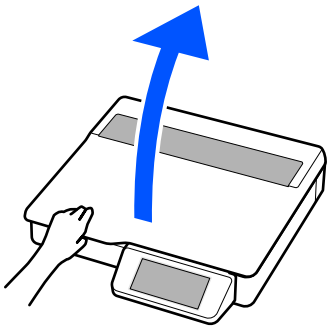
***Note:***

❏ *This feature cannot be used when scanning by selecting **Network Folder/FTP**, **Email**, **Cloud**, or **USB Drive** on the scanner's control panel.*

❏ *This feature cannot be used when scanning with Epson Smart Panel.*

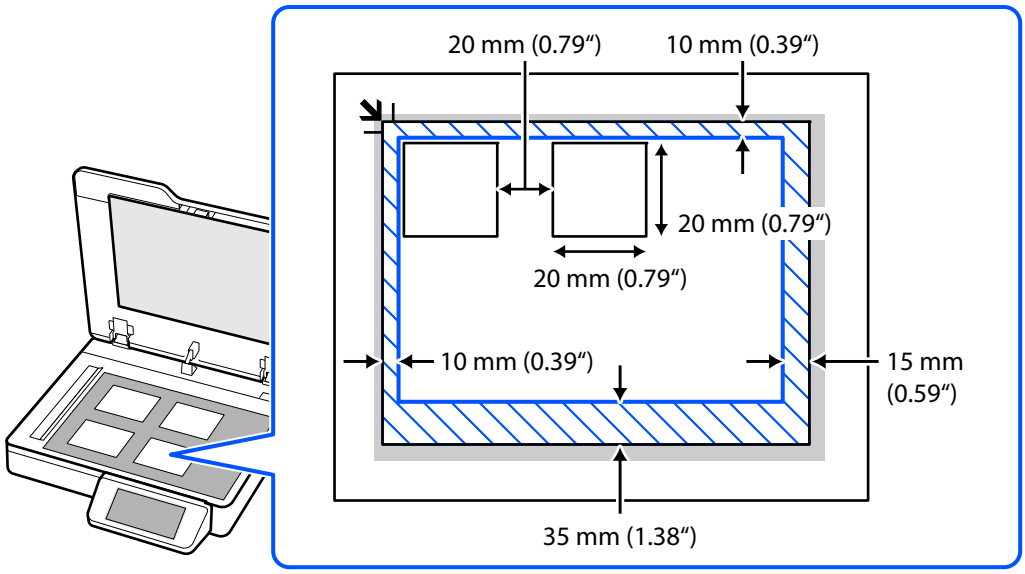
❏ *When scanning thick originals, make sure that exterior light, such as from lamps or other sources, does not shine directly onto the scanner glass. Auto image cropping may fail.*

1. Open the document cover.

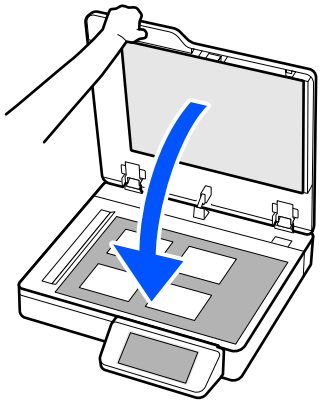


2. Place the originals face down on the scanner glass and make sure they meet the following requirements.
   ❏ The originals are not closer to the edges of the scanner glass that the distances shown in the illustration.
   ❏ There is a gap of at least 20 mm (0.79 in.) between each original.

❏ The originals are at least 20×20 mm (0.79×0.79 in.) in size.




3. Close the document cover gently so that your originals do not move.



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

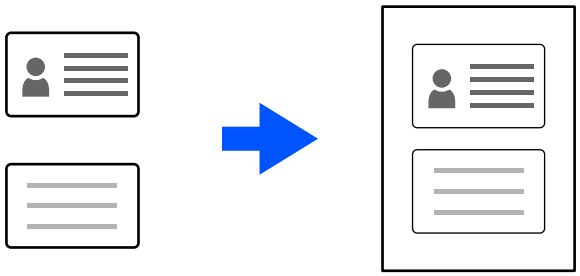
❏ When using Document Capture Pro/Document Capture: Set **Document Size** to **Auto Detect** on the setting screen.

❏ 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 setting screen.

# Placing an ID Card

You can scan both sides of an ID card and save the scans as a single image.



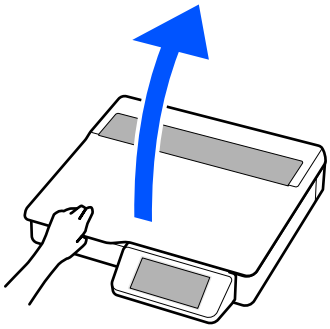
This feature is available from the scanner's control panel. Set **ID Card** to **On** in the Scan Settings of one of the following menus, depending on your scanning method.

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

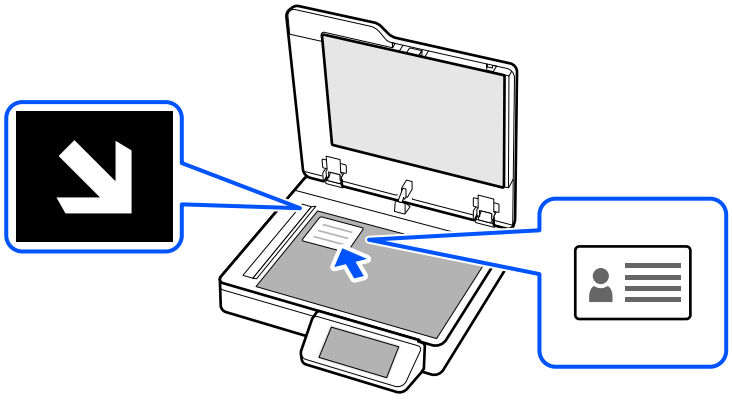
***Note:***
*This feature cannot be used in the following cases:*

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

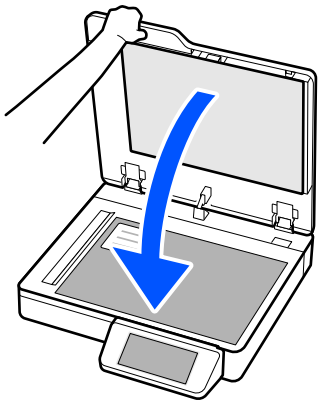
1. Open the document cover.



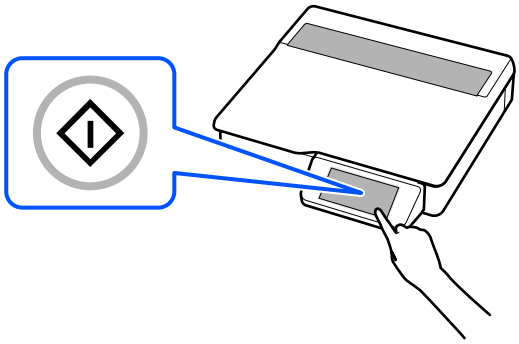
2. Place the front side of the ID card face-down and at least 6 mm (0.24 in.) away from the corner.



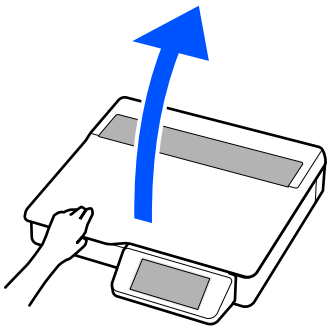
3. Close the document cover gently so that your original does not move.



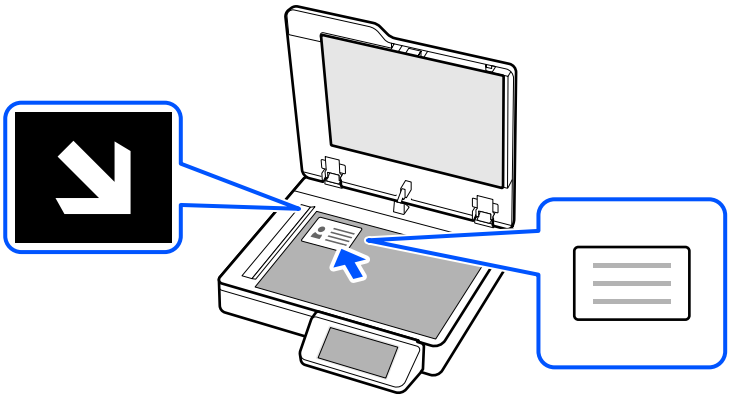
4. Tap ◇ to start scanning.



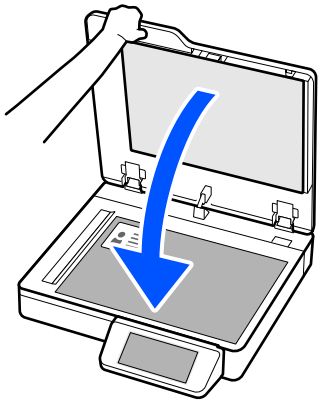
5. After scanning the front side, open the document cover.



6. Place the back side of the ID card face-down and 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.

## Scanning Books Continuously (Book Scanning Mode)

**Book Scanning Mode** allows you to efficiently scan books.

This feature is available when scanning while connected to a computer.

> ***Caution:***
> *Do not look directly at the scanner's light source while scanning in Book Scanning Mode.*

1. Start Epson Scan 2.

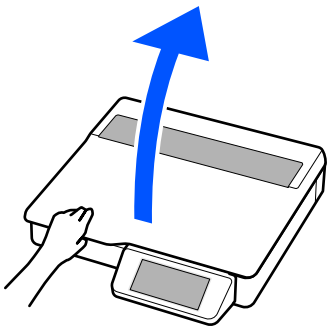
   "Scanning Using Epson Scan 2" on page 91

2. Select the size of the book in **Main Settings** > **Document Size**.

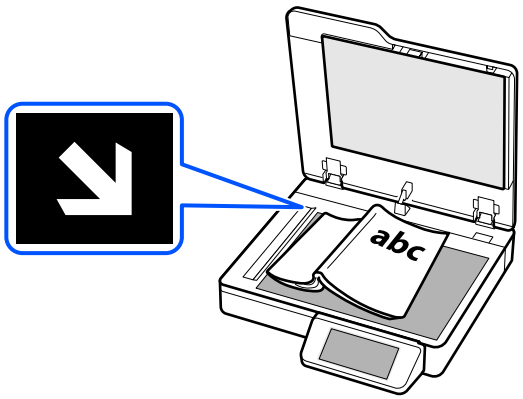
   When scanning text, select the size of the book as it is when it is fully open.

   ***Note:***
   *If the size is not in the list, select **Customize**, and then create the size manually. You can also select **Auto Detect**.*

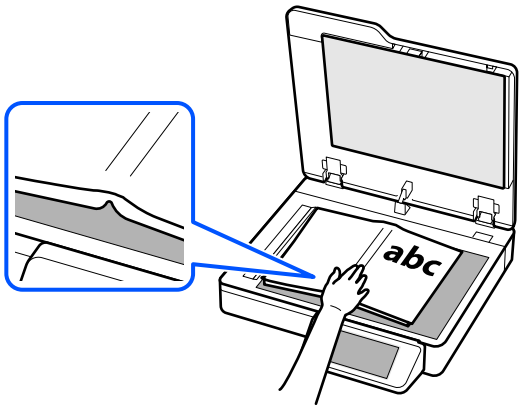
3. Select **Book Scanning Mode** in **Main Settings** > **Document Source**, and then click **Scan**.
   The scanner enters Book Scanning Mode and a message is displayed on the control panel.
4. Open the document cover.



5. Place the book face-down and align it with the corner of the scanner glass (next to the arrow mark).

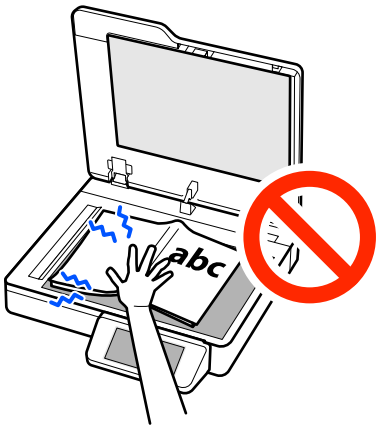



6. Lightly press the spine of the book so that the center of the page being scanned is flat during scanning.

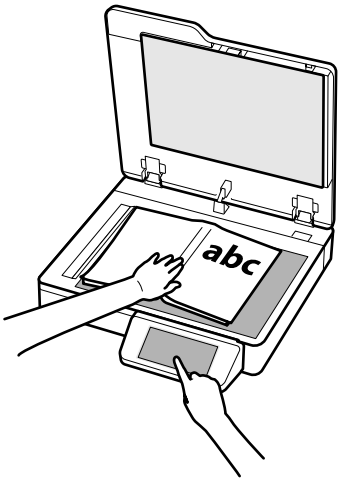


***Important:***

*Do not press too hard on the scanner glass. Otherwise, the glass may be damaged.*




7. Select **Scan** on the scanner's control panel to start scanning.



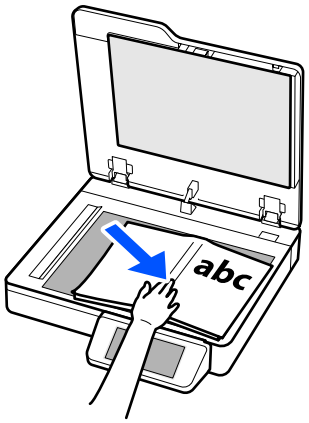

The first page is scanned.

You can check the scanned image on the **Book Scanning Mode** screen displayed on your computer.

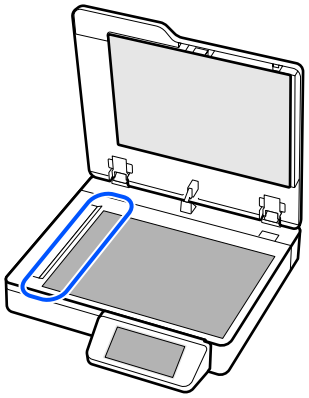
***Note:***

- *You do not need to close the document cover during scanning.*
- *If the center of the book is not flat on the scanner glass, the scanned image may be dark.*

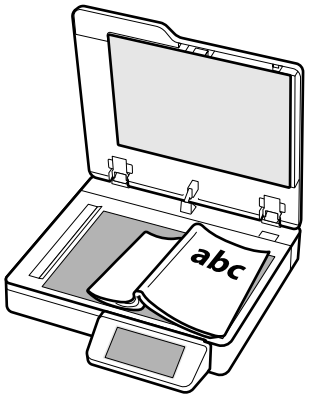
8. When the first scan is complete, remove the book from the scanner glass.



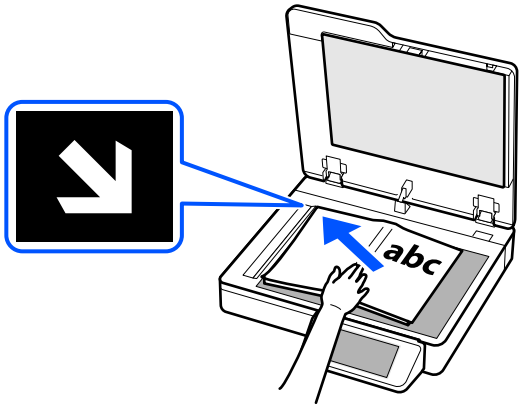

The carriage flashes while in **Book Scanning Mode**.



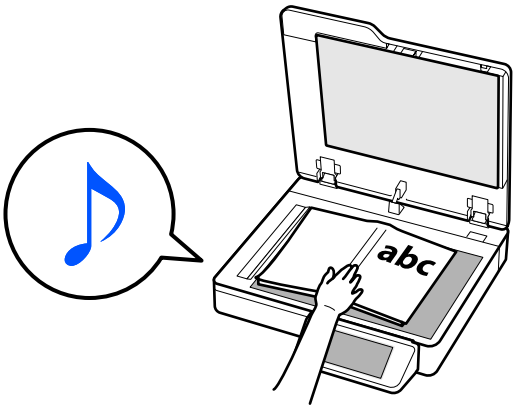
9. Place the book with the next page to be scanned facing down so that it does not overlap with the carriage.



10. While lightly pressing the spine of the book, move the book to align it with the corner of the scanner glass (next to the arrow mark).

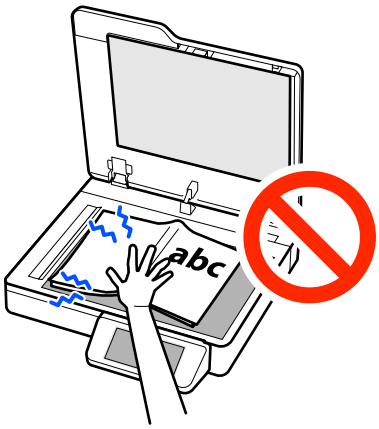



Scanning starts automatically. Do not move the book after the alarm sounds to indicate scanning is starting.




***Important:***

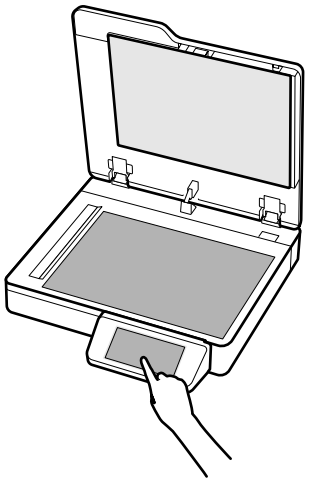
*Do not press too hard on the scanner glass. Otherwise, the glass may be damaged.*




***Note:***

- *To rescan, move the book away from the carriage, and then move it again to align with the corner of the scanner glass (next to the arrow mark).*
- *When you place a document with a dark-colored cover, scanning may not start automatically. If scanning does not start, select **Scan** on the scanner's control panel.*

11. When you have finished scanning the necessary pages, select **Done** on the scanner's control panel.



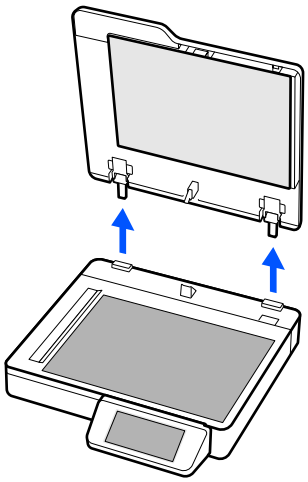
***Note:***
*When you select **Multi-TIFF** or **PDF** in **Image Format** in Epson Scan 2, you can save up to 999 pages in one file.*

### Related Information

➡ "Cannot Scan the Correct Area in Book Scanning Mode" on page 163

## Removing the Document Cover

When the original is larger than the document cover or when scanning in Book Scanning Mode, you can raise the document cover and then lift it straight up to remove it. This will make it easier to align the original.



When you have finished scanning, reinstall the document cover in the reverse order that you removed it.

***Important:***

- ❏ *Before removing the document cover, make sure you raise it to the upright position to prevent the hinges from snapping back on the springs.*
- ❏ *Do not force the cover off the scanner or lift the cover from in front of the cover hinge; otherwise, the cover may be damaged.*

# Scanning

Scanning Using the Control Panel. . . . . 50

Scanning Using Presets Settings. . . . . 78

Scanning from a Computer. . . . . 78

Setting a Job. . . . . 94

Scanning Using Epson Smart Panel. . . . . 95

Scanning Using AirPrint. . . . . 96

Scanning Using Mopria Scan. . . . . 96

Scanning Using Chromebook. . . . . 96

# Scanning Using the Control Panel

You can send scanned images to the following destinations.

Computer

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

Network Folder/FTP

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

Email

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

Cloud

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

USB Drive

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

WSD

You can use the WSD feature to save the scanned images to a computer connect to the scanner.

## 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>❏ Install the necessary software on your computer<br>❏ Connect the scanner to the computer<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions) |

| Necessary Operations | Operation Location | Explanations |
|---|---|---|
| 2. Create a job in Document Capture Pro/Document Capture and assign it to the control panel | Computer | There is a preset job that saves scanned images as PDFs. See the following if you want to register additional jobs.<br>Windows:<br>Access the latest Document Capture Pro manual from the following URL.<br>https://support.epson.net/dcp/<br>Mac OS:<br>"Creating and Registering a Job (Mac OS)" on page 94<br>"Assigning a Job to the Control Panel (Mac OS)" on page 95 |
| 3. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Saving to a Computer" on page 51 |

## Saving to a Computer

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

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

"Scan to Computer Feature Work Flow" on page 50

1. Place the original.

   "Placing Originals on the Scanner Glass" on page 35

2. Select **Computer** on the home screen on the scanner's control panel.

3. If the **Select Computer** screen is displayed, select the computer.

   ***Note:***
   - ❏ *The scanner's control panel displays up to 111 computers on which Document Capture Pro/Document Capture is installed.*
   - ❏ *If you are using Windows and the computer you want to use is not displayed on the control panel or takes a long time to appear, you can select 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****.*

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

5. Confirm the computer and the job you selected.

   ***Note:***

   *Select to save your settings as a preset.*

6. Tap ⓘ.

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

# Save to Network Folder

## Scan to Network Folder/FTP Feature Work Flow

This section gives instructions for configuring settings for a Network Folder (SMB).

| 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 | Connect the scanner to the network using the installer.<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions)<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>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 180* |
| 2. Create a network folder | Computer | Create a folder to save the scanned image. Create a folder on a computer on your network, and then configure the folder to be shared.<br>"Creating a Network Folder" on page 100 |
| 3. Register the folder in **Contacts** | Computer (Web Config) or the scanner's control panel | Register the created network folder in the scanner's **Contacts**. This allows you to select the destination from Contacts without having to enter the destination folder path when scanning.<br>"Registering a Destination (Network Folder (SMB))" on page 112<br>***Note:***<br>*See the following for FTP or SharePoint (WebDAV) folders.*<br>*"Registering a Destination (FTP)" on page 113*<br>*"Registering a Destination (SharePoint(WebDAV))" on page 115* |
| 4. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Saving to a Network Folder" on page 52 |

## Saving to a Network Folder

You can save the scanned image to a specified folder on a network.

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

"Scan to Network Folder/FTP Feature Work Flow" on page 52

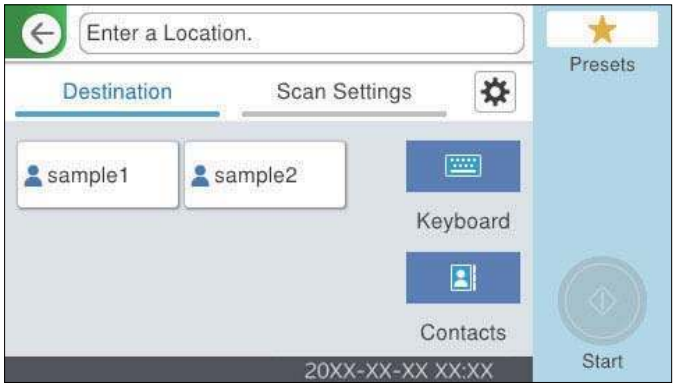
***Note:***
*Before scanning, make sure the scanner's* ***Date/Time*** *and* ***Time Difference*** *settings are correct. If you need to make changes, select* ***Settings*** *>* ***Basic Settings*** *>* ***Date/Time Settings*** *on the control panel.*

1. Place the original.

   "Placing Originals on the Scanner Glass" on page 35

2. Select **Network Folder/FTP** on the home screen on the scanner's control panel.

3. Specify the folder.




   ❏ To select a frequently used address, select one of the icons displayed on the screen.

   ❏ To enter the destination manually, select **Keyboard**. See the link below for details on destination settings.

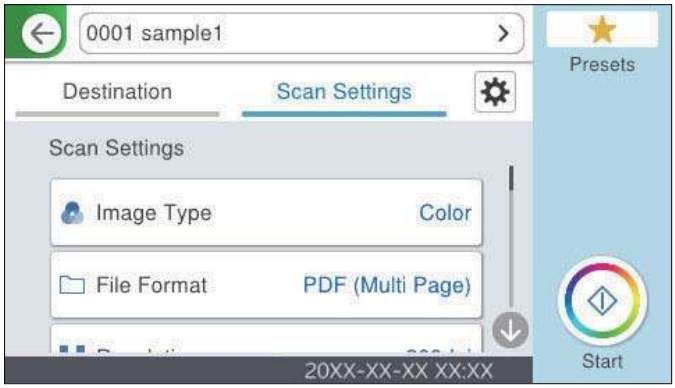
   "Settings for Editing the Destination" on page 54

   ❏ To select an address from the contacts list, select **Contacts**, choose a contact, and then select **Close**.

   You can also search for a folder from the contacts list by entering a search keyword into the box at the top of the screen.

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

   "Scan Menu Options for Scanning to a Folder" on page 54




   ***Note:***

   *Select* ★ *to save your settings as a preset.*

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

6. Tap ⓘ.

Scanned images are saved in the destination network folder.

### *Settings 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:***
*Some items may not be available depending on other settings you select.*

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 75

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 77

Original Size:

Select the size of the original you placed.

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

❏ Orientation (Original):

Select the orientation of the original.

❏ Crop Margins for Size "Auto":

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

Orientation (Original):

Select the orientation of the original.

***Note:***
*The **Orientation (Original)** 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.*

Rotate:

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.

Text Enhancement:

Scans faint text or text that is difficult to read due to shading or background color so that it is easier to read.

❏ 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.*

Remove Shadow:

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

❏ Frame:

Remove the shadows at the edge of the originals.

Correct Document Skew:

Correct skew in the scanned image.

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

Add Pages After Scanning:

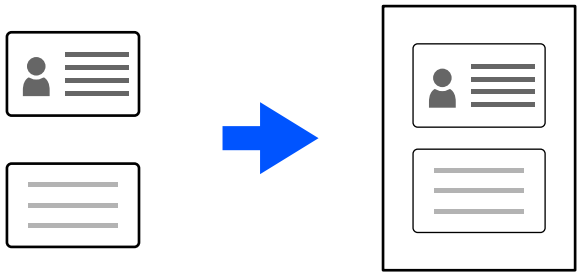
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original, 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 the scans 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 41

❏ 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 file 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 via Email

## To Send via Email

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

| Method | What do you want to do? | Explanations |
|---|---|---|
| **Send easily using Epson's service** | I want to send emails easily using simple settings. | "Scan to Cloud Feature Work Flow" on page 64<br>1. Register your scanner with *Epson Connect**, an Epson service.<br>2. Add email addresses to the destination list. |

| Method | What do you want to do? | Explanations |
|---|---|---|
| **Send by setting up an email server** | ❏ I want to send emails to multiple addresses at once.<br>❏ I want to select the sender's email address. | "Scan to Email Feature Work Flow" on page 58<br>1. Check the email server information.<br>2. Register server addresses and other email server information to the scanner.<br>3. Register the email addresses to your Contacts (optional). |

* 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

| Features | Send easily using Epson's service (Scan to Cloud feature) | Send by setting up an email server (Scan to Email feature) |
|---|---|---|
| Sender | Epson Connect sender address only (cannot be changed) | Use any address |
| Destination settings | Register in advance (Epson Connect destination list) | ❏ Register in advance (Contacts on the scanner)<br>❏ 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) | - |
| Restriction of 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 via Email" on page 57

This section gives instructions for setting up 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 | Connect the scanner to the network using the installer.<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions)<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>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 180* |
| 2. Register your email server information to the scanner | Computer (Web Config) or the scanner's control panel | The Scan to Email feature allows you to send scanned images through an email server. Register the email server information to the scanner.<br>"Registering an Email Server" on page 105 |
| 3. Check the email server connection | Computer (Web Config) or the scanner's control panel | Test the email server connection.<br>"Checking an Email Server Connection" on page 109 |
| 4. Register the recipient's email address in **Contacts** | Computer (Web Config) or the scanner's control panel | Register the recipient's email address in the scanner's **Contacts**. This allows you to select the recipient from Contacts without having to enter their email address when scanning.<br>"Registering a Destination (Email)" on page 111 |
| 5. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Scanning Originals to an Email" on page 59 |

## 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 via Email" on page 57

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

"Scan to Email Feature Work Flow" on page 58

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.

   "Placing Originals on the Scanner Glass" on page 35

2. Select **Email** on the home screen on the scanner's control panel.

3. Specify the recipient.




   ❏ To select a frequently used address, select one of the icons displayed on the screen.

   ❏ To enter the destination manually, select **Keyboard**, type in the destination, and then select **OK**.

   ❏ To select an address from the contacts list, select **Contacts**, choose a contact or a group, and then select **Close**.

   You can also search for a contact from the contacts list by entering a search keyword into the box at the top of the screen.

   ❏ To select from the history list, select **History**, choose a contact, and then select **Close**.

   ***Note:***

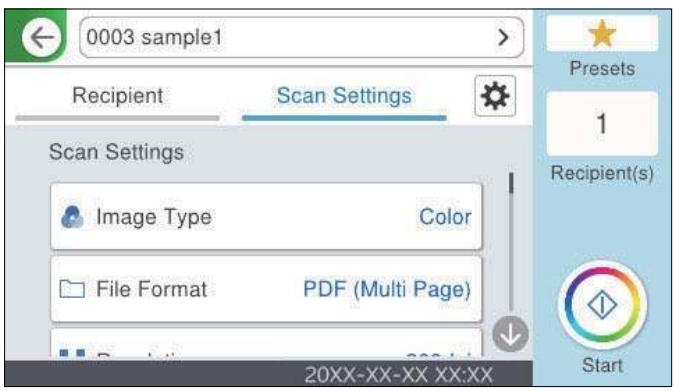
   ❏ *The number of recipients you selected is displayed on the right of the screen. You can send emails to up to 10 addresses and groups.*

   *If groups are included in the recipients, you can select up to 200 individual addresses in total, taking addresses in the groups into account.*

   ❏ *Select the box at the top of the screen to display the list of selected addresses.*

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

   "Scan Menu Options for Scanning to an Email" on page 61



***Note:***

*Select* ★ *to save your settings as a preset.*

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

6. Tap ◇.

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 75

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 77

Original Size:

Select the size of the original you placed.

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

❏ Orientation (Original):

Select the orientation of the original.

❏ Crop Margins for Size "Auto":

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

Orientation (Original):

Select the orientation of the original.

***Note:***
*The **Orientation (Original)** 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.*

Rotate:

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.

Text Enhancement:

Scans faint text or text that is difficult to read due to shading or background color so that it is easier to read.

❏ 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.*

Remove Shadow:

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

❏ Frame:

Remove the shadows at the edge of the originals.

Correct Document Skew:

Correct skew in the scanned image.

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

Add Pages After Scanning:

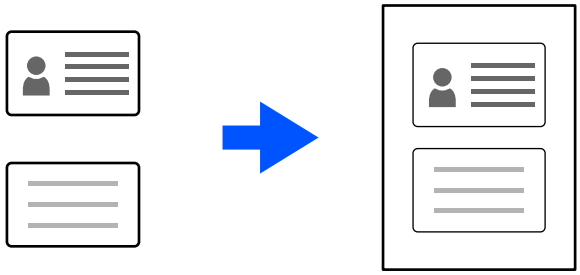
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original, 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 the scans 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 41

❏ 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 77

File Name:

❏ Filename Prefix:

Enter a prefix for the name of the file 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.

# Scan 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 more) by registering them as the destination. For details on how to create 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://epson.com/connect (U.S.)*

*https://epson.ca/connect (Canada)*

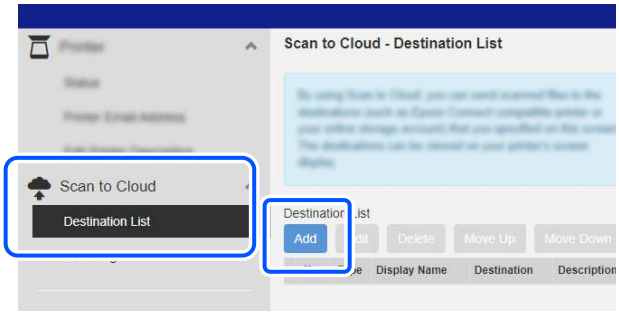
*https://latin.epson.com/connect (Latin America)*

*http://www.epsonconnect.eu (Europe)*

*https://www.epsonconnect.ae (Middle East, Türkiye, Africa, Central and West Asia)*

*https://www.epsonconnect.com/ (Other regions)*

| 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 | Connect the scanner to the network using the installer.<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions)<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>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 180* |

| Necessary Operations | Operation Location | Explanation |
|---|---|---|
| 2. Register the product with Epson Connect | Scanner's control panel and computer<br>(Epson Connect website) | Register your product with Epson Connect and enable the service.<br>On the scanner's control panel, select **Settings** > **Web Service Settings** > **Epson Connect Services** > **Register**, and then follow the on-screen instructions to register.<br>***Note:***<br>*If you are prompted to enter a verification code, access the following URL and enter the code.*<br>*https://www.epsonconnect.com/activation* |
| 3. Register a destination list on the Epson Connect user page | Computer<br>(Epson Connect website) | Register the destinations you want to send to in the destination list on the Epson Connect user page.<br>Access the user page from the following URL, select **Scan to Cloud** > **Destination List** > **Add***, and then follow the on-screen instructions to add a destination.<br>https://www.epsonconnect.com/user<br><br>***Note:***<br>*When registering an email address, select* ***Email Address*** *as the destination type.* |
| 4. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Scanning to the Cloud" on page 65 |

*Epson Connect services are subject to change without notice.

## Scanning to the Cloud

You can send scanned images to destinations registered in *Epson Connect*.

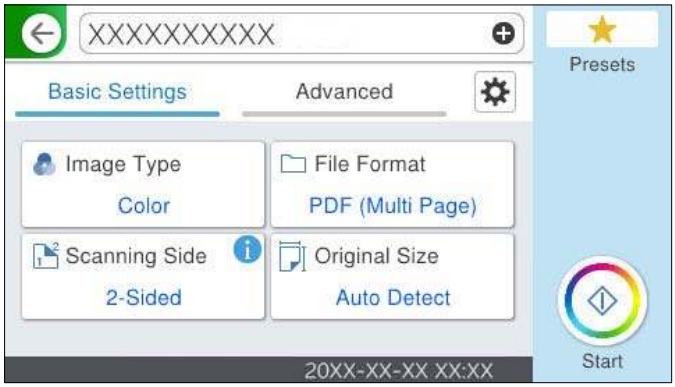
You need to configure settings in advance. See the following link for details on the work flow for configuring settings.

"Scan to Cloud Feature Work Flow" on page 64

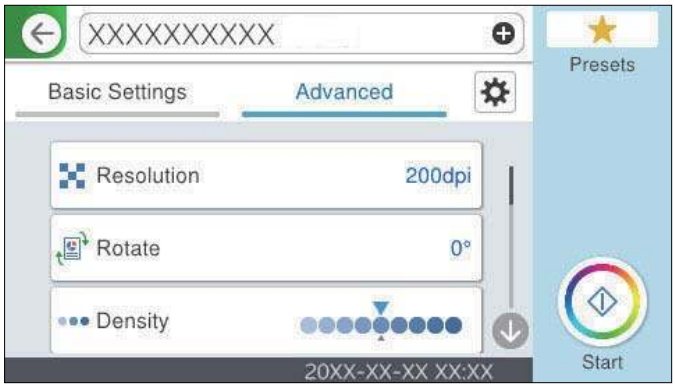
1. Place the original.

   "Placing Originals on the Scanner Glass" on page 35

2. Select **Cloud** on the home screen on the scanner's control panel.
3. Select ⊕ on the top of the screen, and then select a destination.
4. Select items on the **Basic Settings** tab, such as the save format.
   "Basic Menu Options for Scanning to the Cloud" on page 66




5. Select the **Advanced** tab, review the settings, and then change them if necessary.
   "Advanced Menu Options for Scanning to the Cloud" on page 67




***Note:***

*Select ★ to save your settings as a preset.*

6. Select ⚙, check the **Scanner Settings**, and then change them if necessary.
7. Tap ◇.

The scanned image is sent to the registered destination.

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

***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:

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 75

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.

Original Size:

Select the size of the original you placed.

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

❏ Orientation (Original):

Select the orientation of the original.

❏ Crop Margins for Size "Auto":

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

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

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

Orientation (Original):

Select the orientation of the original.

***Note:***
*The **Orientation (Original)** 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.*

Resolution:

Select the scanning resolution.

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

"Available Resolutions" on page 77

Rotate:

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.

Text Enhancement:

Scans faint text or text that is difficult to read due to shading or background color so that it is easier to read.

❏ 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.*

Remove Shadow:

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

❏ Frame:

Remove the shadows at the edge of the originals.

Correct Document Skew:

Correct skew in the scanned image.

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

Add Pages After Scanning:

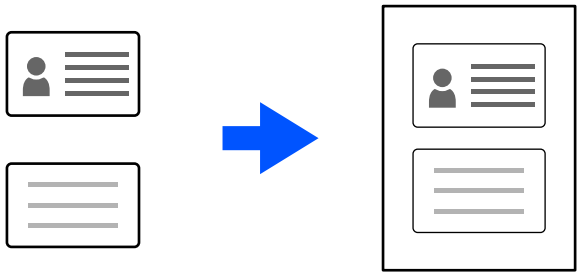
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original, 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 the scans 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 41

❏ 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 file 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.

# 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>"Inserting a USB Drive" on page 22 |
| 2. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Saving to a USB Drive" on page 70 |

## Saving to a USB Drive

You can save scanned images to a USB Drive.

1. Place the original.

   "Placing Originals on the Scanner Glass" on page 35

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

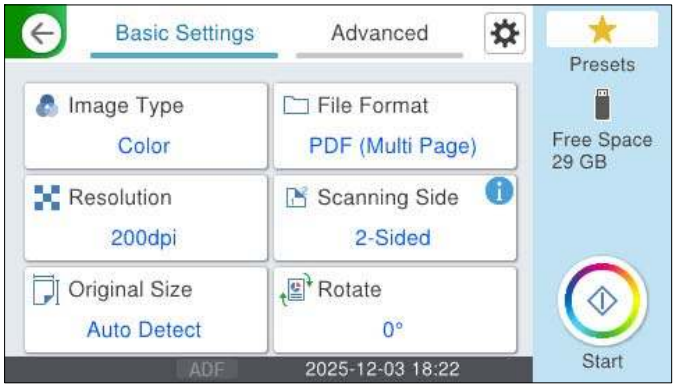
   "Inserting a USB Drive" on page 22

   The **USB Drive** scan settings screen is displayed.

   ***Note:***
   *If the **USB Drive** scan settings screen is not displayed, select **USB Drive** on the control panel's home screen.*

3. Select items on **Basic Settings** tab, such as the save format.

   "Basic Menu Options for Scanning to a USB Drive" on page 71




4. Select the **Advanced** tab, review the settings, and then change them if necessary.

   "Advanced Menu Options for Scanning to a USB Drive" on page 72




   ***Note:***

   *Select ★ to save your settings as a preset.*

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

6. Tap ◇.

Scanned images are saved on the USB drive.

### Related Information

➡ "USB Drive Specifications" on page 233

➡ "File Sizes that can be Saved" on page 77

## *Basic Menu Options for Scanning to a USB Drive*

***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 75

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 77

Original Size:

Select the size of the original you placed.

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

❏ Orientation (Original):

Select the orientation of the original.

❏ Crop Margins for Size "Auto":

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

Rotate:

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

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

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

Orientation (Original):

Select the orientation of the original.

***Note:***
*The **Orientation (Original)** 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.*

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.

Text Enhancement:

Scans faint text or text that is difficult to read due to shading or background color so that it is easier to read.

❏ 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.*

Remove Shadow:

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

❏ Frame:

Remove the shadows at the edge of the originals.

Correct Document Skew:

Correct skew in the scanned image.

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

Add Pages After Scanning:

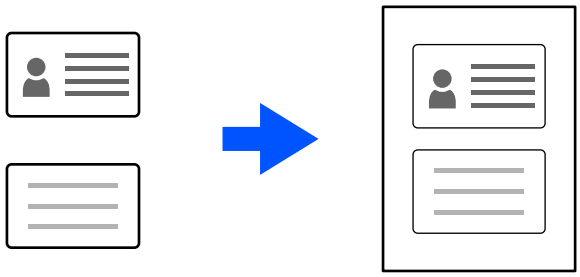
After scanning once, you can scan additional originals using the same scan settings. If you have selected a multi-page file format, you can save all scanned images as a single file.

When scanning is complete, place the next original, 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 the scans 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 41

❏ 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 file 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>(This is unnecessary if you connected to the network during setup) | Scanner and computer | Connect the scanner to the network using the installer.<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions)<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>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 180* |
| 2. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Scanning Using WSD" on page 75<br>***Note:***<br>*If the destination computer is not displayed, follow the steps below to add a WSD scanning device.*<br>*"Adding a WSD Scan Device" on page 74* |

## 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 11. The procedure may differ depending on your environment.

1. Display the device list.

   Click the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**.

2. Click **Add device**.

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* ***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* ***Printers & scanners*** > ***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 74*

1. Place the originals.
2. Select **WSD** on the home screen of the scanner's control panel.
3. Select a destination.
4. Tap ⓕ.
5. 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 | ✓ | ✓ | ✓ | - |

| 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/ 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/ Grayscale/B&W | - | - | - | - |
| 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/ Grayscale/B&W | - | ✓ | - | - |
| Color/Black & White | - | ✓ | - | - |

| 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/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>"USB Drive Specifications" on page 233<br>When you select PDF (Multi Page), PDF/A (Multi Page), or TIFF (Multi Page) as the **File Format**, you can scan and save up to 999 pages in one file. |
| 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 Presets Settings

You can load the pre-configured **Presets** settings you want to use to scan.

1. Use one of the following methods to load the **Presets**.
   - ❏ Select **Presets** on the home screen of the scanner's control panel, and then select the setting from the list.
   - ❏ Select ★ on the scanning menu, select **Load Presets**, and then select the setting from the list.
   - ❏ If you have added the **Presets** icon to the home screen, select the icon on the home screen.

   ***Note:***
   *If you have enabled **Quick Send** in the preset settings, on the preset setting, scanning starts immediately.*
2. Check the loaded **Presets** settings.
3. Tap ⓘ.

**Related Information**

➡ "Registering Presets" on page 125

# 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.

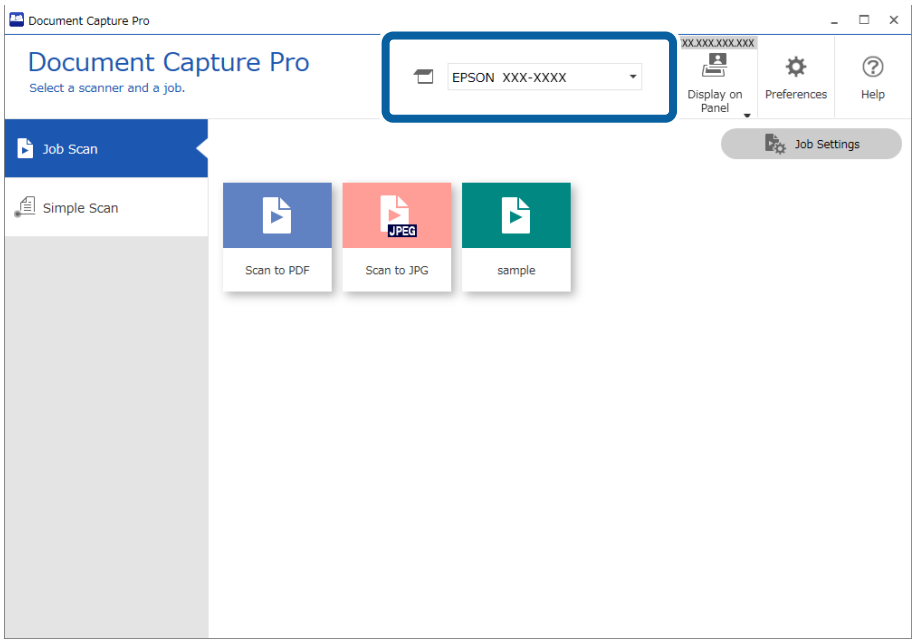
### Related Information

➡ "Setting a Job" on page 94

## Performing a Job Scan

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

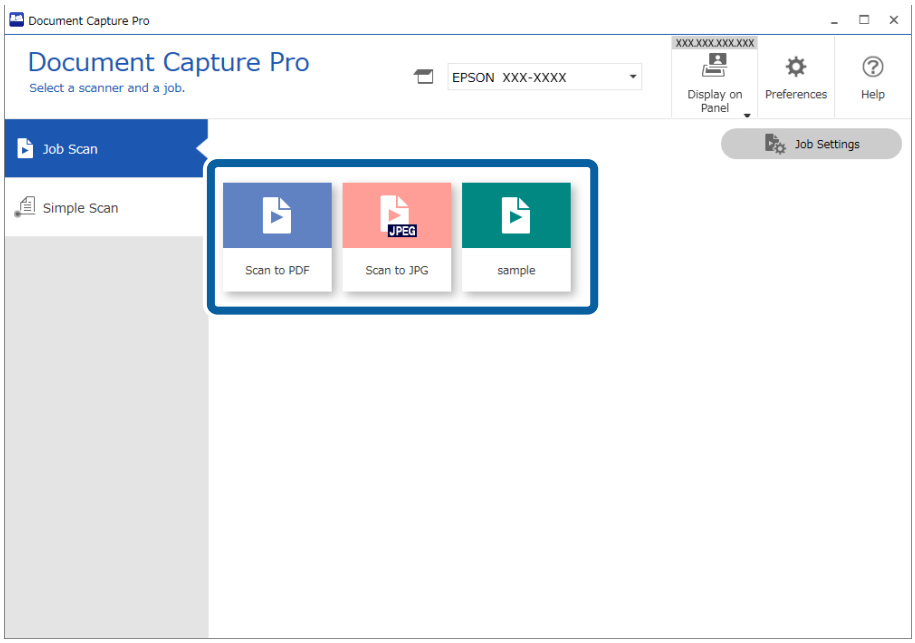
1. Select the scanner you want to use from the Document Capture Pro top screen. When you start the software it automatically connects to the last scanner you used.




***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.

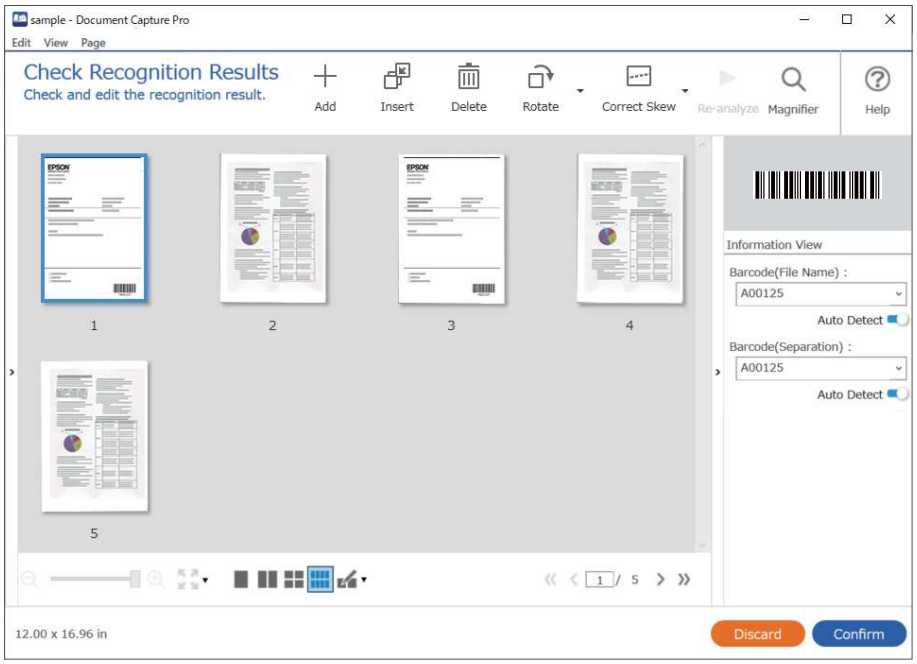
   ❏ OCR

   ❏ Barcode

   ❏ Form

   ❏ MRZ of a passport

❏ MRZ of a travel document



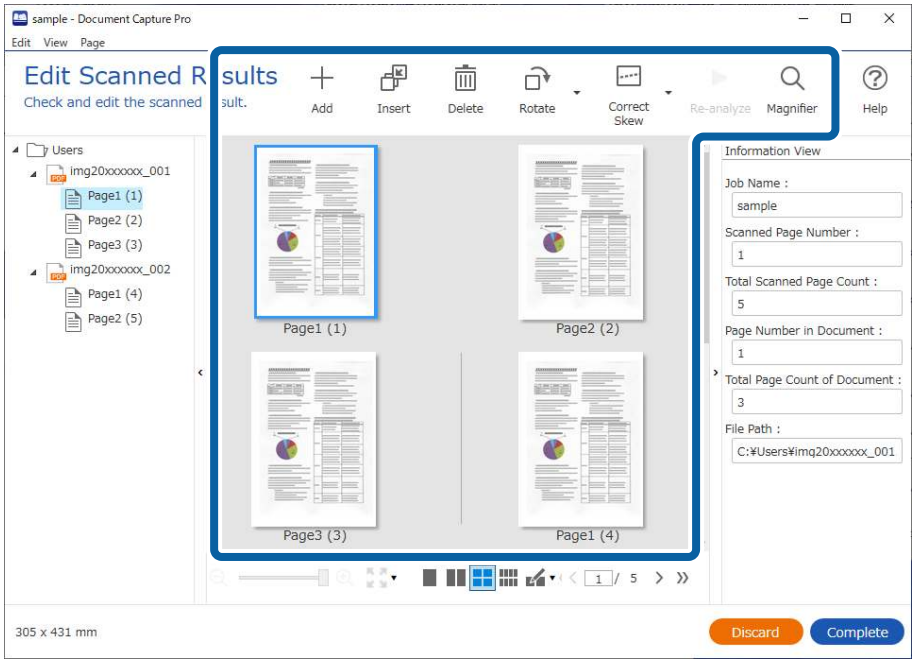

4. For jobs for which **Show Edit Page dialog before saving** has been selected in the Scan Settings, check the scan results on the **Edit Scanned Results** screen after scanning, and then edit as necessary.

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

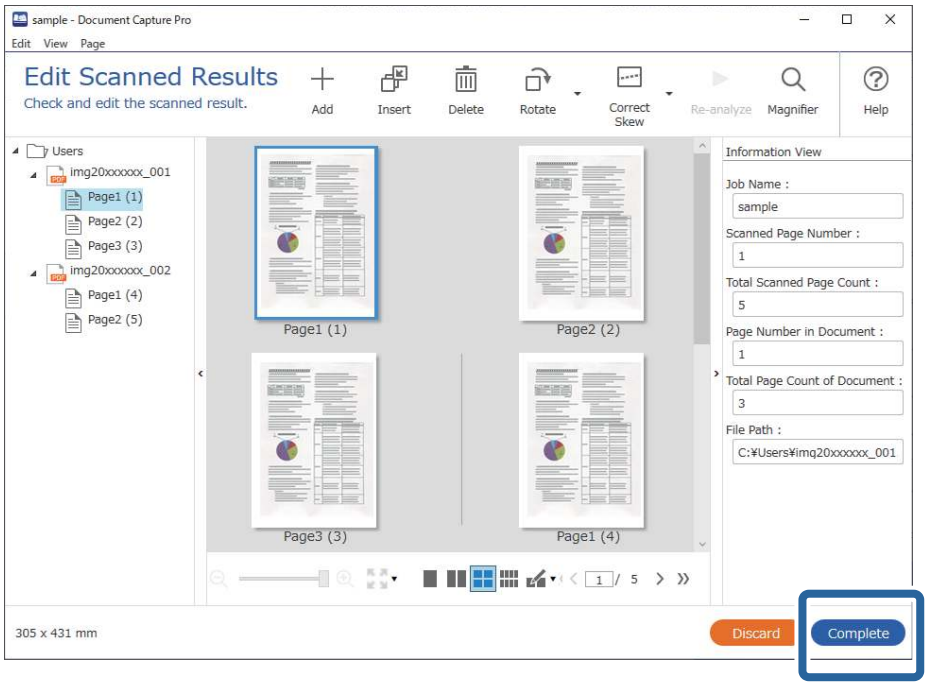
   ❏ Results of separation

   ❏ Scanned images

   ❏ Index data



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




## What is a Simple Scan?

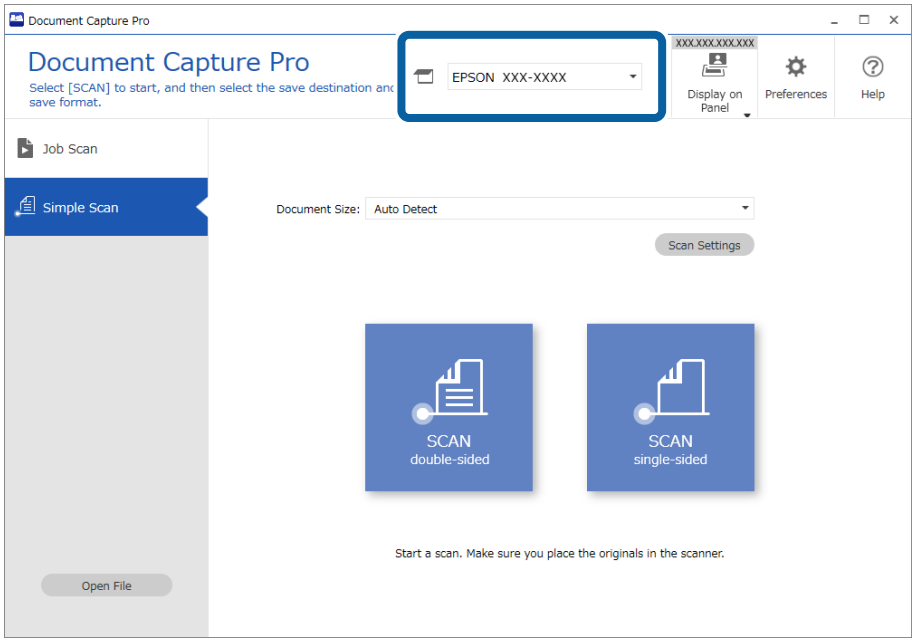
You can scan documents without creating a job. Check the results after scanning, and then save or set the destination.

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

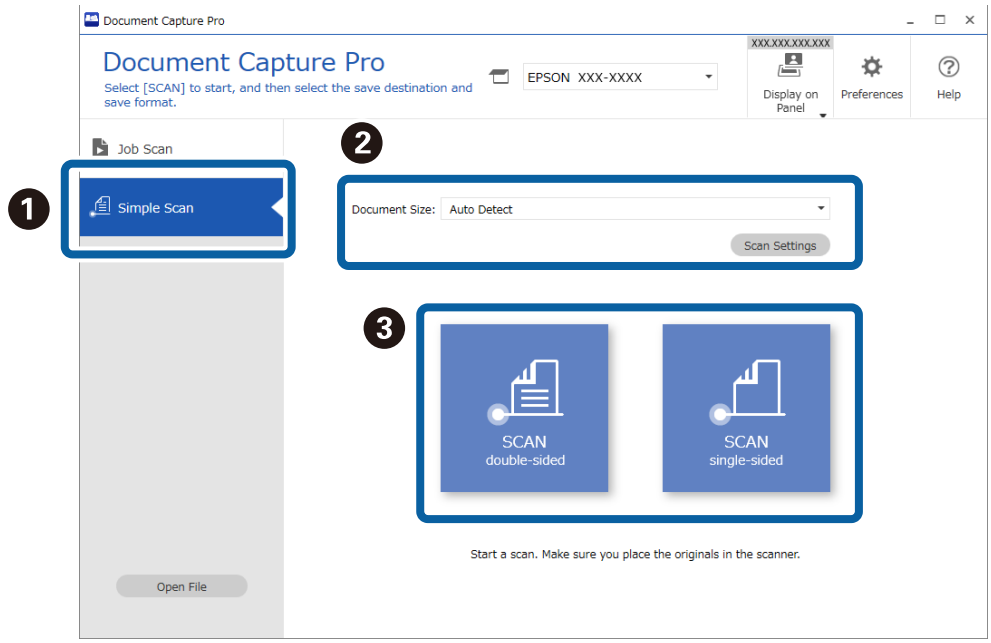
## Performing a Simple Scan

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.



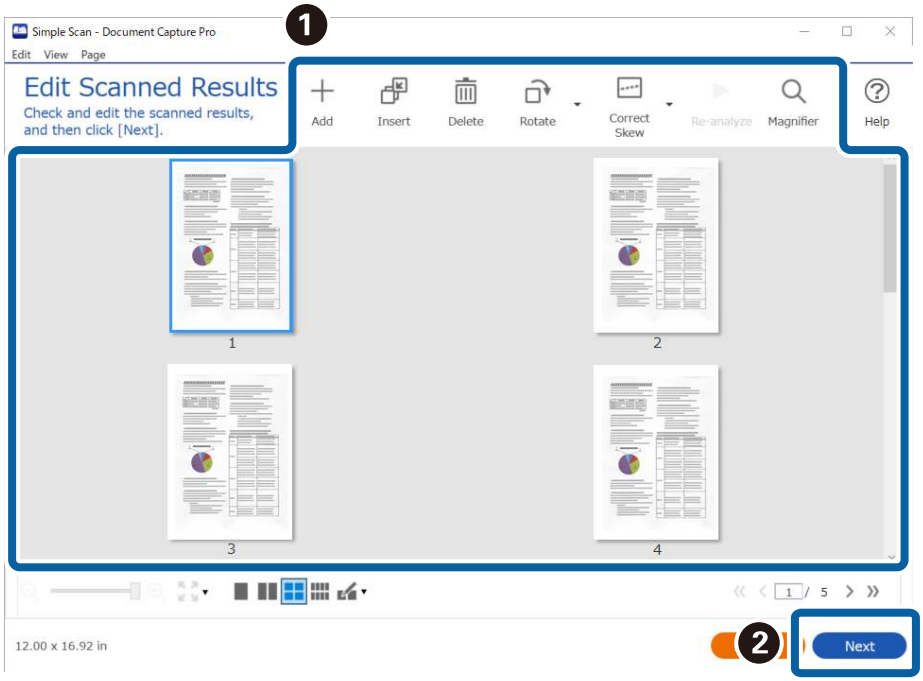

2. Click the **Simple Scan** tab, select **Document Size**, and then click the **SCAN double-sided** or **SCAN single-sided** icon.



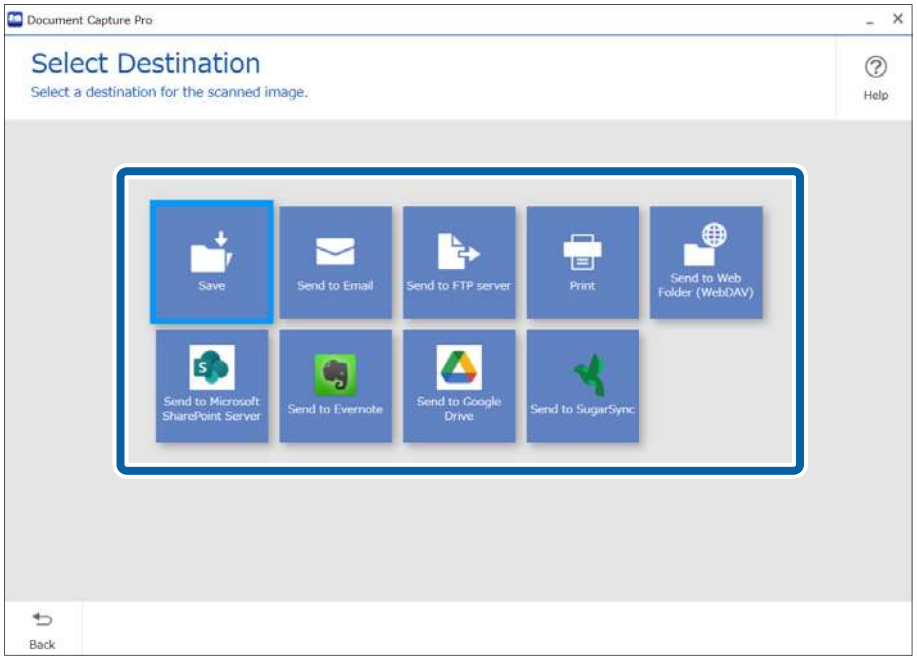

***Note:***
*Click **Scan Settings** to set the resolution. You can select more detailed settings from Epson Scan 2.*

The image being scanned is displayed.

3. Check the scan results on the **Edit Scanned Results** screen, edit as necessary, and then click **Next**.

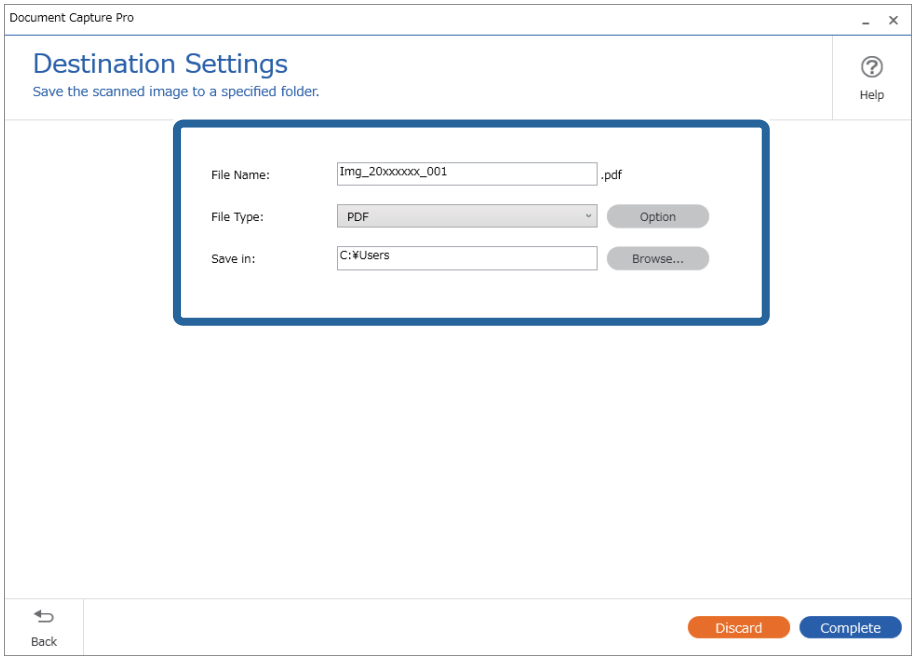



4. Select the destination for the scanned data on the **Select Destination** screen.



5. Set the file you want to save and the save format on the **Destination Settings** screen. You can also select more detailed settings according to the destination.

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




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

## Scanning Using Document Capture (Mac OS)

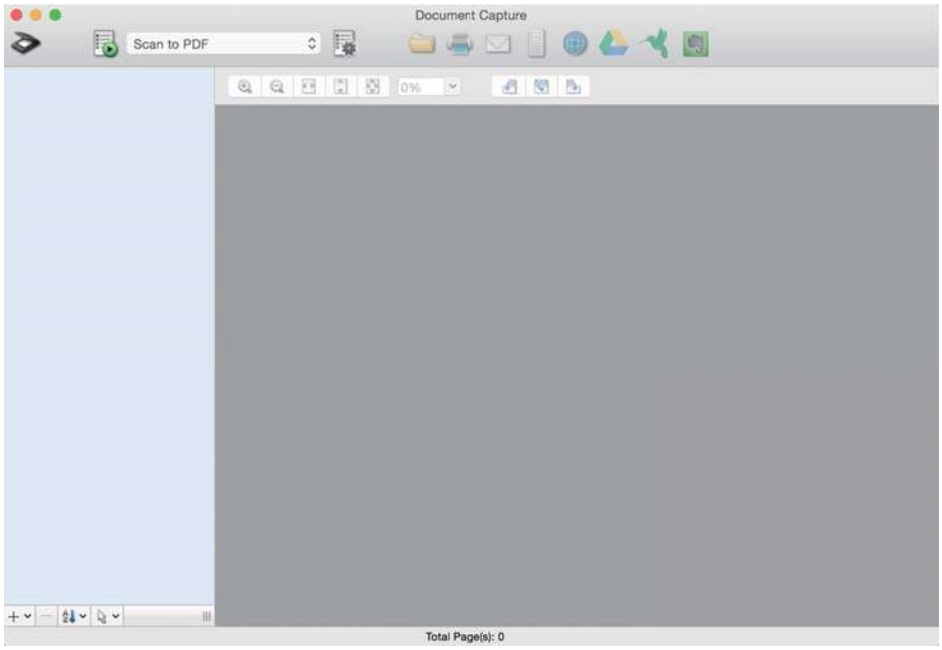
This application allows you to perform various tasks such as saving the image to your computer, sending it by email, printing, and uploading to a server or a cloud service. You can also register scanning settings for a job to simplify scanning operations.

See the Document Capture help for details on the features.

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

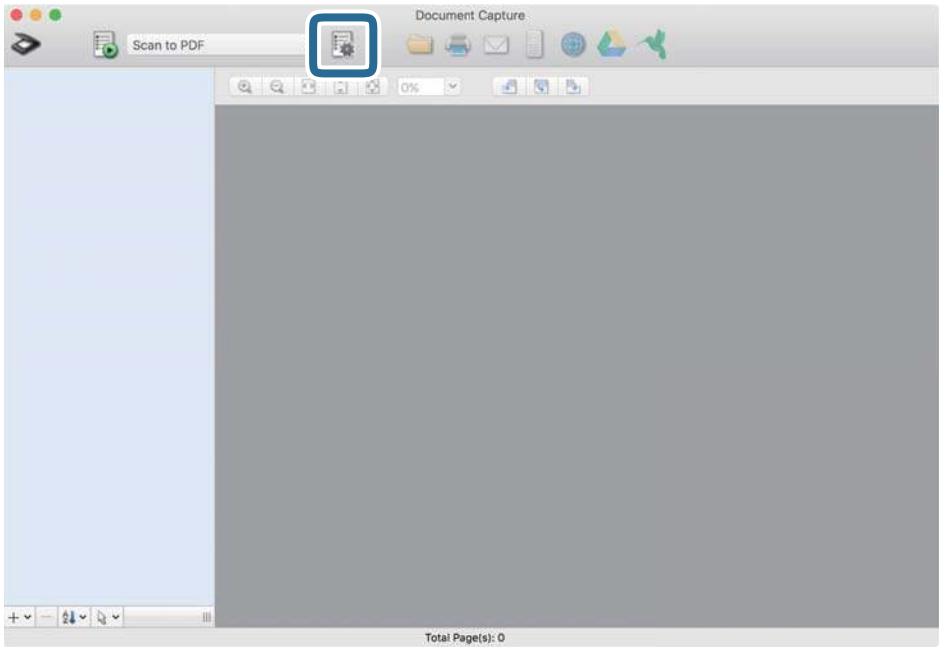
1. Start Document Capture.

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




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

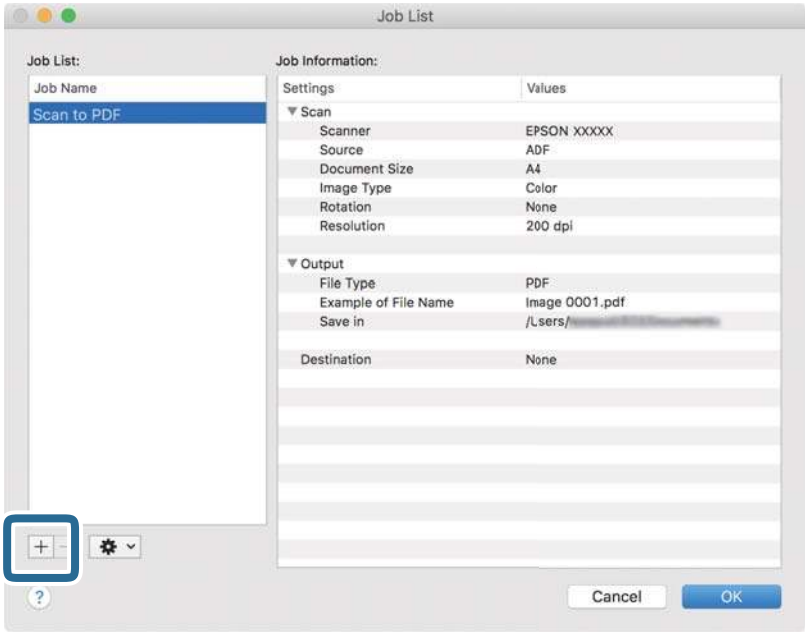
2. Click .




   The **Job List** screen is displayed.

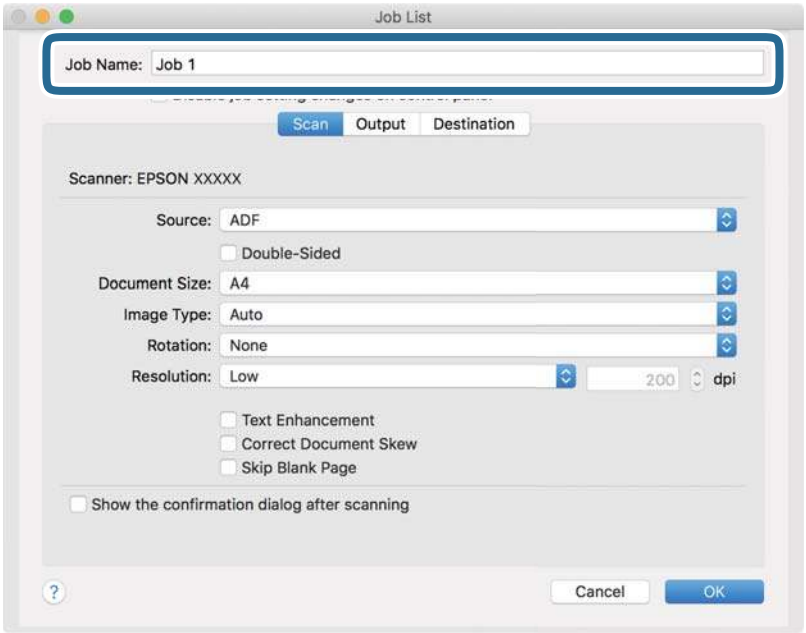
   ***Note:***
   *A preset job is available that allows you to save scanned images as a PDF. If you are using a preset job, skip to step 10.*

3. Click the + icon.

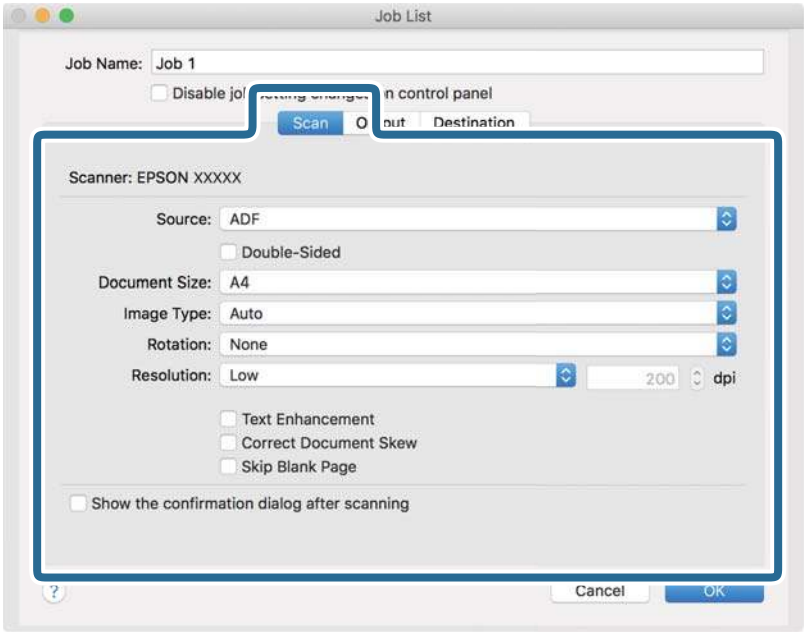



The job setting screen is displayed.

4. Set the **Job Name**.



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

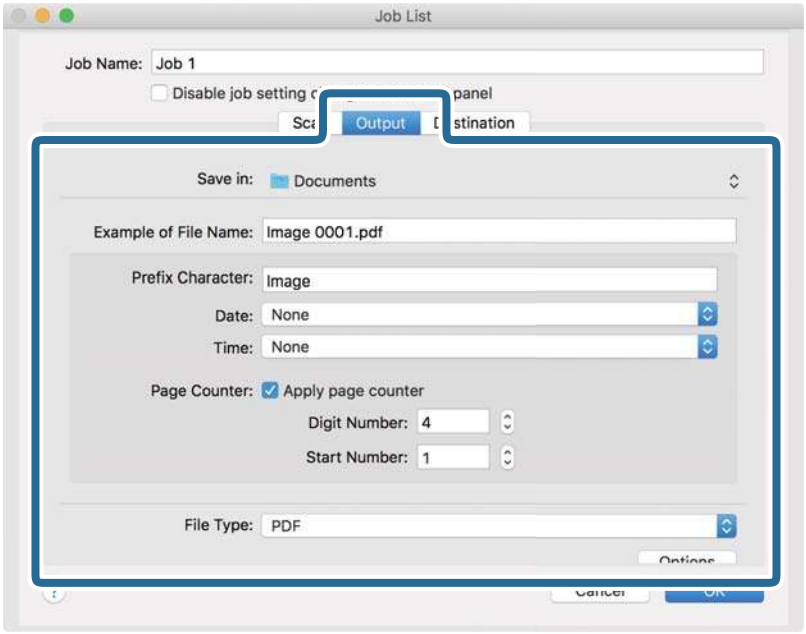



- ❏ **Source**: Select the source where the original is placed. Select double-sided to scan both sides of the originals.
- ❏ **Document Size**: Select the size of the original you placed.
- ❏ **Image Type**: Select the color you want to use to save the scanned image.
- ❏ **Rotation**: Select the rotation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

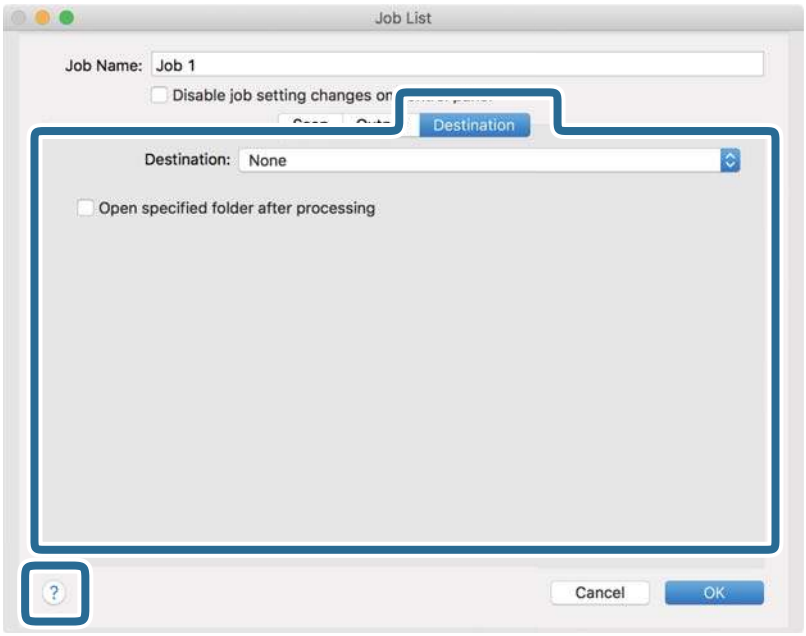
6. Click **Output**, and then select the output settings.




- ❏ **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 select detailed settings for the file.

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

   Destination setting items are displayed according to the destination you selected. Select 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.*

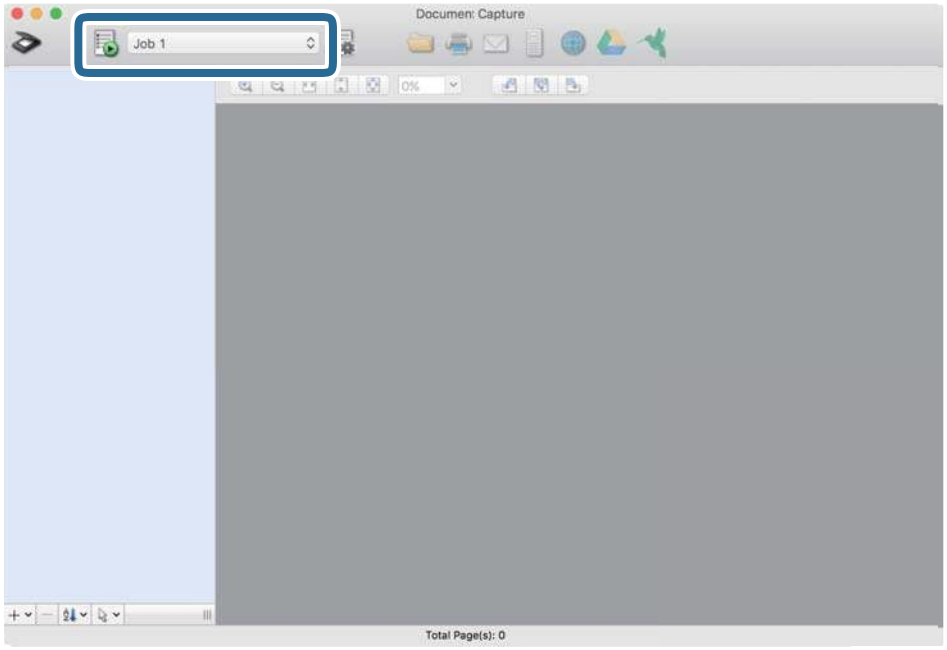
   ❏ *If you want to use Evernote as the destination, download the Evernote application from the Evernote Corporation Website and install it before using this feature.*

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 select 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 by selecting **Document Mode**, which is ideal for documents, or **Photo Mode**, which is ideal for photos and pictures.

1. Place the original.

2. Start Epson Scan 2.

❏ Windows 11/Windows Server 2025

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. Select **Mode**.

❏ **Document Mode**: You can scan the originals using image adjustment functions that are ideal for text documents.

❏ **Photo Mode**: You can scan originals using image adjustment functions that are ideal for photos or pictures.

4. Select settings on the **Main Settings** tab.

The items you can set vary depending on the Mode you select.

See the Epson Scan 2 help for details on using the settings. Click the **?** icon at the bottom left of the screen.

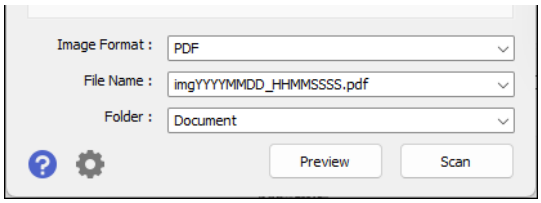
5. Select other scan settings as necessary.

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

❏ On the **Advanced Settings** tab, you can select detailed image adjustment settings.

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

6. Set the file saving settings.




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

You can select 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.

7. 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*

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.

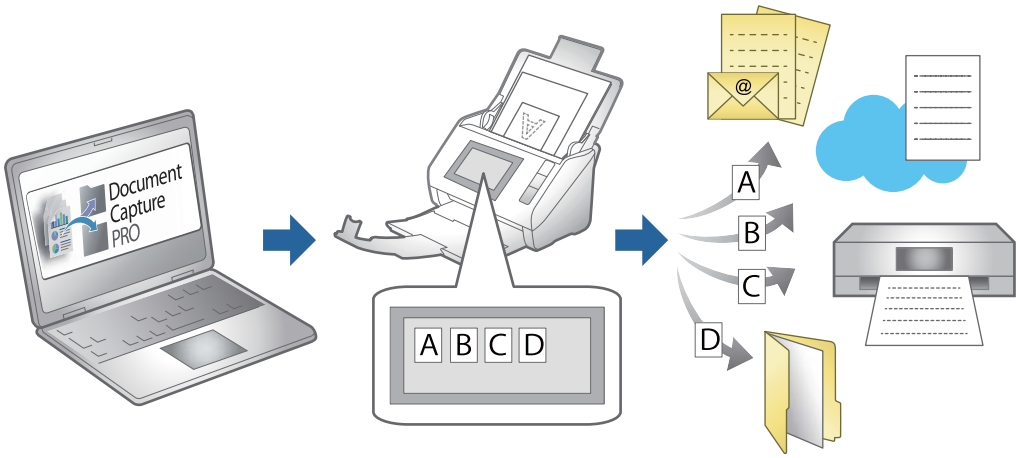
***Note:***
*Some items may not be available depending on other settings you made.*

# 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 **Presets** on the scanner's control panel. This is only available 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. Select the job settings on the **Job Settings** window.

   - ❏ **Job Name**: Enter the name of the job you want to register.
   - ❏ **Scan**: Select 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.
   - ❏ **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 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 AirPrint

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

Works with Apple AirPrint

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 Settings** screen on your Mac, click **Printers & Scanners**.
4. Select your product 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 Mopria Scan

Mopria technology allows you to print or scan from devices using the Android, ChromeOS, and Microsoft Windows operating systems to and from Mopria certified printers, scanners, and multifunction printers from many manufacturers.

The Mopria Scan app for Android enables scanning from Mopria certified multifunction printers and scanners from many manufacturers. You can scan from your Android phone or tablet using the Mopria Scan app from the Google Play Store.

mopria™

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

# 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 select other items if necessary.
5. Scan from your Chromebook with your scanner.

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

# Required Settings for Scanning

Connecting the Scanner to the Network. . . . . .99

Configuring Wi-Fi Settings from the Control Panel. . . . . .99

Setting Up Scanning from the Control Panel (the Scan to Features). . . . . 99

Creating a Network Folder. . . . . .100

Registering an Email Server. . . . . .105

Making Contacts Available. . . . . 110

Setting Up AirPrint. . . . . .122

Registering User-defined Sizes in Web Config. . . . . .122

# 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://support.epson.com (U.S., Canada, and 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=VM00069

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

"Before Making a Network Connection" on page 180

"Assigning the IP Address" on page 182

"Connecting to Ethernet" on page 183

"Connecting to the Wireless LAN (Wi-Fi)" on page 183

### Related Information

➡ "Checking the Network Connection Status" on page 176

# Configuring Wi-Fi Settings from the Control Panel

You can configure 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 configure settings manually.

If the wireless router supports WPS, you can configure 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, and tablet.)

### Related Information

➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 184

➡ "Configuring Wi-Fi Settings Using Push Button Setup (WPS)" on page 185

➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 186

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

You need to configure 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 50

"Scan to USB Drive Feature Work Flow" on page 69

"Scan to Cloud Feature Work Flow" on page 64

"Scan to Email Feature Work Flow" on page 58

"Scan to Network Folder/FTP Feature Work Flow" on page 52

"Scan to WSD Work Flow" on page 74

# Creating a Network Folder

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

The procedure for creating the network folder varies depending on the environment. This section gives instructions for creating a network folder in the following environment.

❏ Operating system: Windows 11

❏ 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 where you want to create the network folder.

   ***Note:***
   *If you log in with a user account that does not have administrator privileges, you may be prompted to enter the administrator password. If you do not know the administrator password, please check with the computer administrator.*

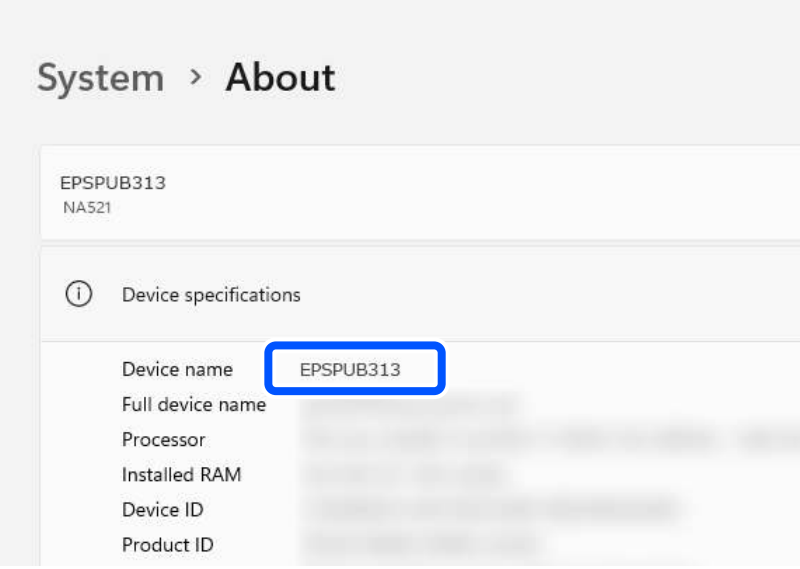
2. Make sure that the device name (computer name) does not contain double-byte characters. Click the Windows Start button, and then select **Settings** > **System** > **About**.

   ***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

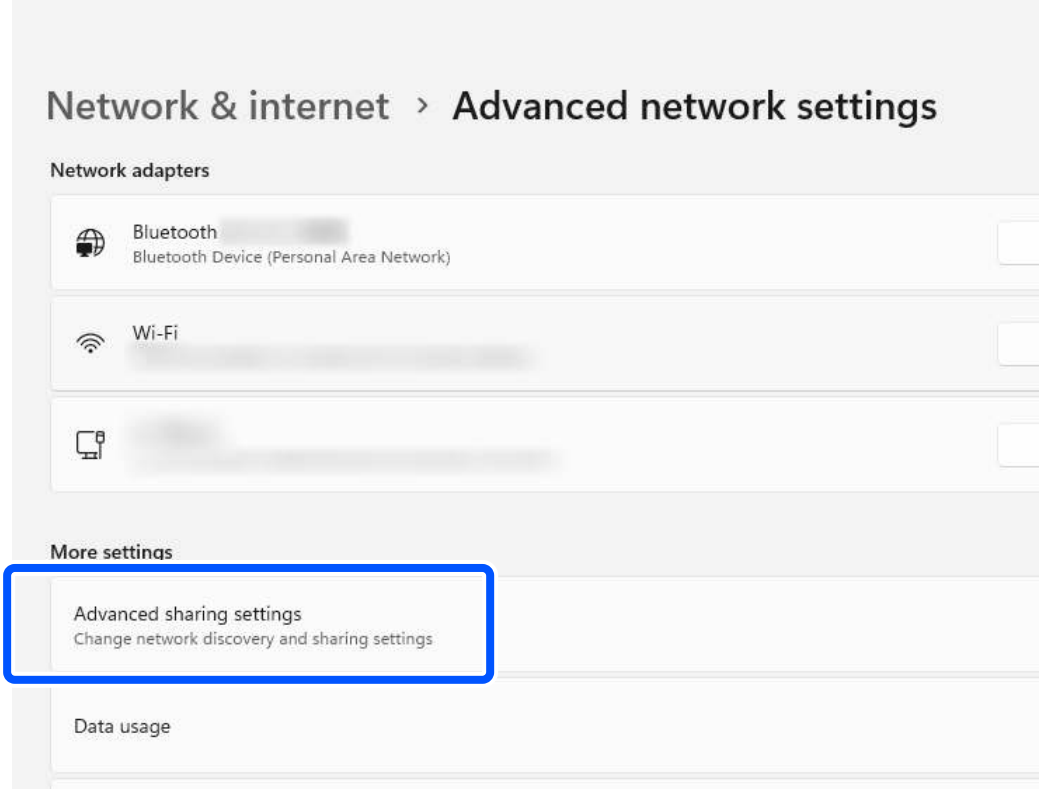


> ***Important:***
>
> *If the device name contains double-byte characters, use a computer that does not use double-byte characters or rename the device.*
>
> *If you need to change the device name, make sure you check with your computer administrator in advance as it may affect computer management and access to resources.*

Next, make sure **File and Printer Sharing** is turned on.

4. Click the Windows Start button, and then click **Settings** > **Network & internet** > **Advanced network settings** > **Advanced sharing settings**.

   The network profile is displayed.




5. Make sure **File and Printer Sharing** is turned on for the profile labeled **Current Profile**.

   If it is turned off, turn it on.

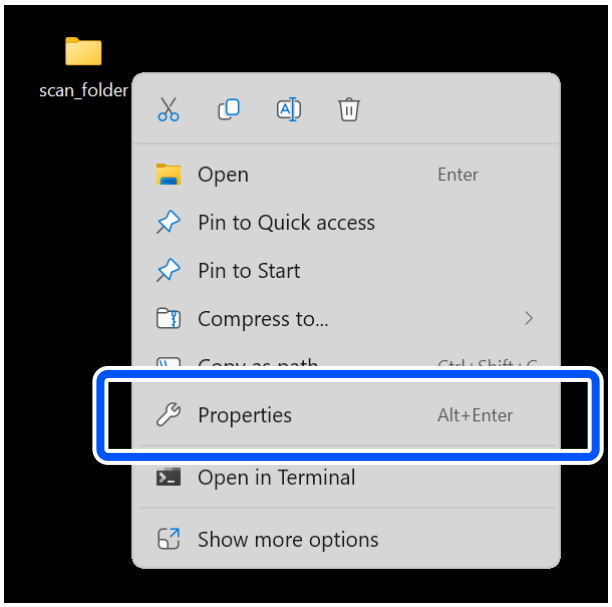
   Next, create a network folder and configure sharing permissions for the user.

6. Create and name a folder on your desktop.

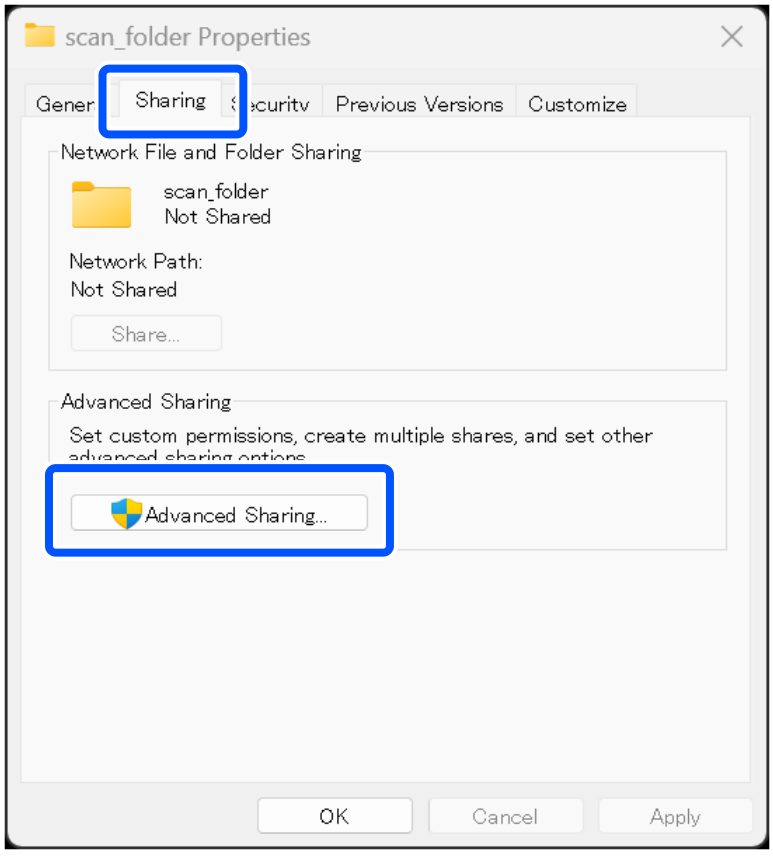
   For the folder name, enter within 1 to 12 alphanumeric characters. If the name exceeds 12 characters, you may not be able to access the folder depending on your environment.

   Example: scan_folder

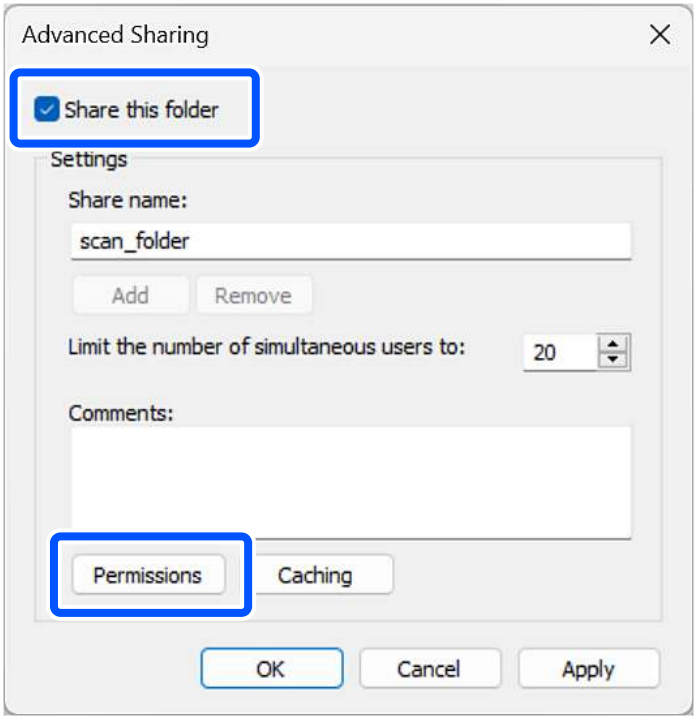
7. Right click the folder, and then select **Properties**.



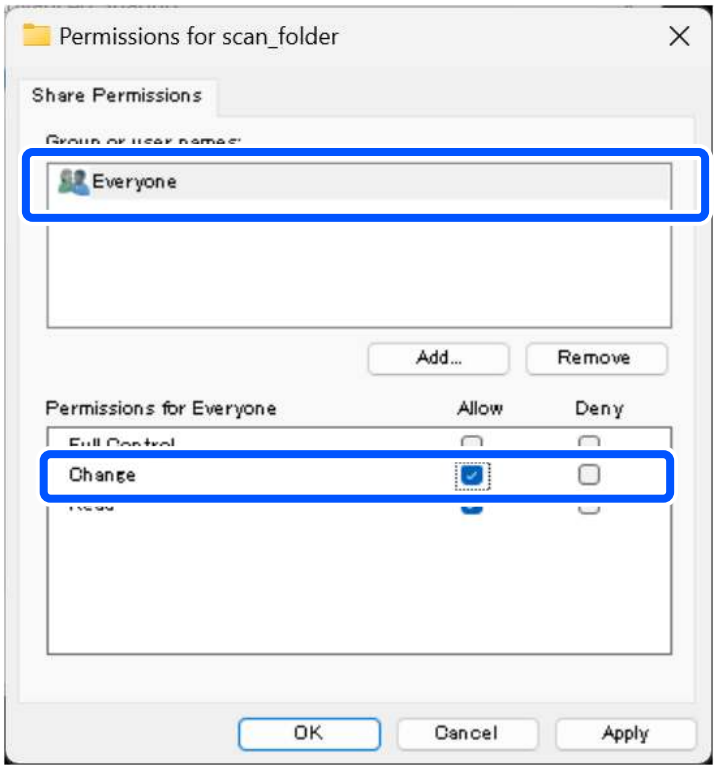

8. Click **Advanced Sharing** on the **Sharing** tab.



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




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



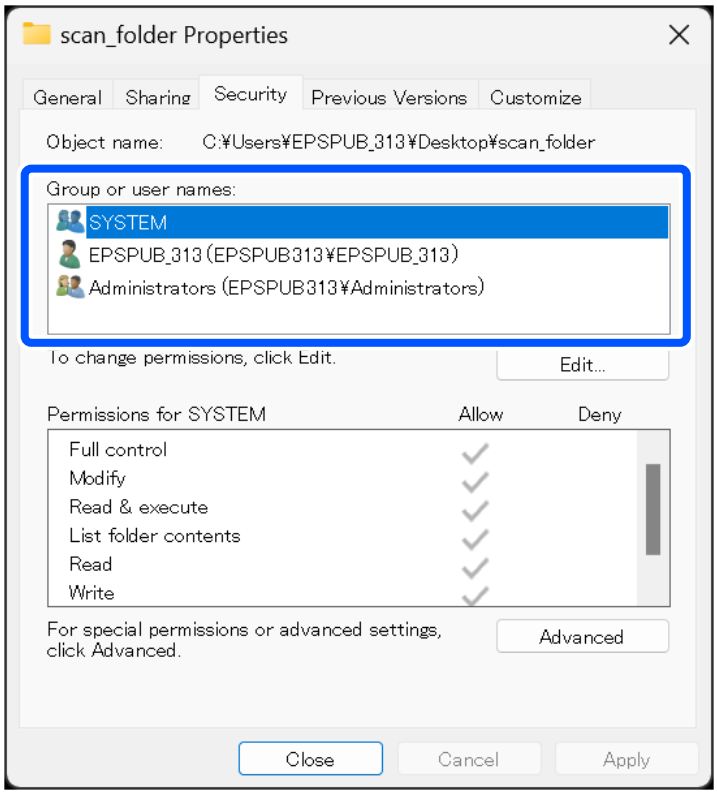

11. Click **OK** to close the screen and return to the Properties window.

12. Select the **Security** tab, and then check the **Group or user names**.

    The groups or users that are displayed here can access the network folder.

Click **Edit** to add access permissions, if necessary.

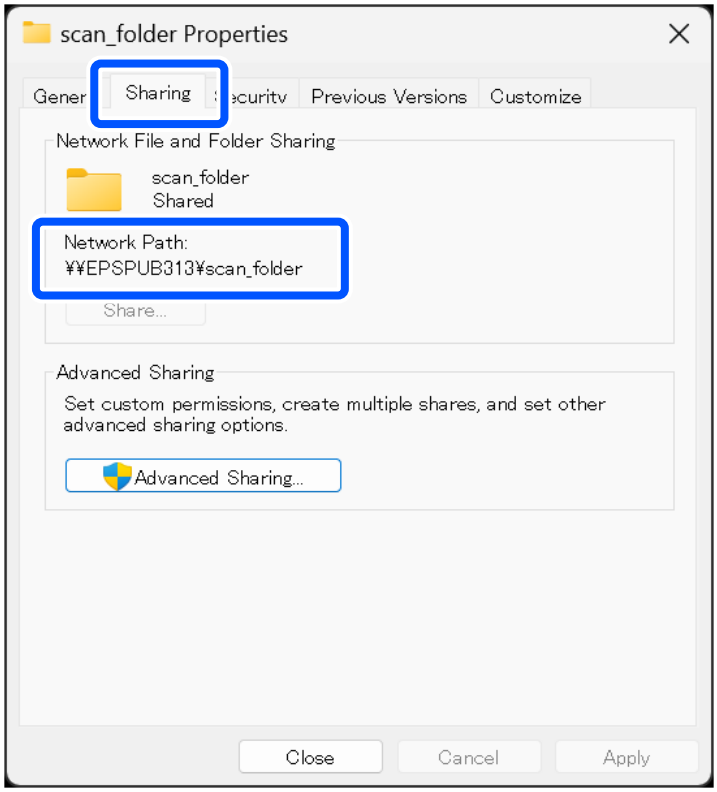
In this case, both the user who logs in to this computer and the Administrator can access the network folder.




13. Select the **Sharing** tab again and make a note of the displayed network folder path.

    This is used when registering your contacts to the scanner.

Example: \\EPSPUB313\scan_folder




14. Click **OK** to close the screen.

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 52

# Registering an Email Server

Confirm 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 set up an email server. For more details, see the Scan to Cloud feature.*

*"Scan to Cloud Feature Work Flow" on page 64*

**How to Register**

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

"How to Run Web Config in a Web Browser" on page 30

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

**Email Server Settings**

| Item | Settings and Explanation | |
|---|---|---|
| Authentication Method | Specify the authentication method for the scanner to access the mail server.<br>**When using Microsoft Exchange Online:**<br>Due to enhanced security in Microsoft Exchange Online, the Basic Authentication method has been discontinued and SMTP authentication (SMTP AUTH) has been disabled by default. If you use the scanner's email sending/notification function, you must configure the email server settings to use **OAuth2** authentication.<br>You must also enable SMTP AUTH in Exchange Online.<br>"Enabling SMTP AUTH in Exchange Online" on page 107 | |
| | 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 option, configure a POP3 server. |
| | OAuth2 | When you select this option, configure the Email service. |
| Email service | If you select **OAuth2** as the **Authentication Method**, select an email service from the drop-down list. Click **Sign In**, and follow the on-screen instructions.<br>"Setting Up OAuth2.0 Authentication for the Email Server" on page 107<br>***Note:***<br>*For personal use, select* ***Outlook.com****.* | |
| Authenticated Account | If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated account name from 0 to 255 characters in ASCII (0x20 - 0x7E). | |
| Authenticated Password | If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter an authenticated password from 0 and 70 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>Enter within 0 to 255 characters in ASCII (0x20 - 0x7E) other than : ( ) < > [ ] ; ¥. A period "." cannot be the first character. | |
| SMTP Server Address | Enter between 0 and 255 characters using A-Z, a-z, 0-9, ".", and "-". You can use the 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 **POP before SMTP** as the **Authentication Method**, the connection method is set to **None**. |
| | SSL/TLS | This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. |
| | STARTTLS | This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. |

| Item | Settings and Explanation |
|---|---|
| Certificate Validation (Web Config only) | The certificate is validated when this is enabled. We recommend setting this to **Enable** when **Secure Connection** is set to anything other than **None**. |
| POP3 Server Address | If you select **POP before SMTP** as the **Authentication Method**, enter the server address of the POP3 server. You can enter between 0 and 255 characters using A-Z, a-z, and 0-9. You can use the IPv4 or FQDN format. |
| POP3 Server Port Number | Set when you select **POP before SMTP** in **Authentication Method**. 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 58

## Enabling SMTP AUTH in Exchange Online

Products use the SMTP protocol to send emails, so you must enable SMTP AUTH in Exchange Online.

For detailed instructions, search for and refer to the document on the "Microsoft Learn" site.

### Setup procedure

❏ In the **Exchange admin center**, disable **security defaults** for the entire organization and enable SMTP AUTH.

❏ In the **Microsoft 365 admin center**, enable SMTP AUTH for the product administrator's mailbox.

## Setting Up OAuth2.0 Authentication for the Email Server

Use Web Config to configure OAuth 2.0 authentication for the email server.

1. Access Web Config.

   "How to Run Web Config in a Web Browser" on page 30

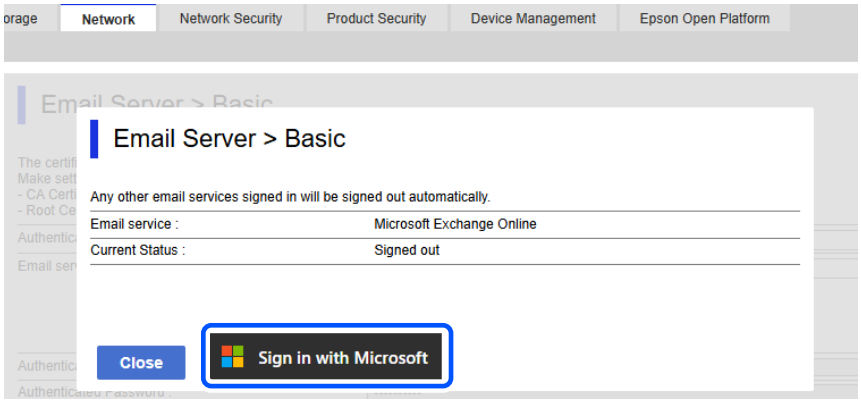
2. Select **Network** tab > **Email Server** > **Basic**.

3. Select **OAuth2** as the **Authentication Method**.

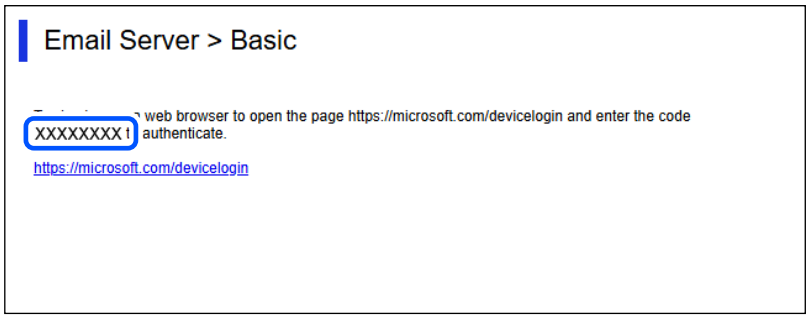
4. Select **Microsoft Exchange Online** as the **Email service**.

   ***Note:***
   *For personal use, select* ***Outlook.com****.*

5. Click **Sign In**, and then click **Sign in with Microsoft** on the screen that appears.




6. Copy the authentication code displayed on the screen, and then click the URL displayed to open the authentication screen.




7. On the authentication code entry screen, enter the code you copied, and then click **Next**.

8. On the Microsoft sign in screen, enter your account details, and then click **Next**.

   When signing in for the first time, you need permission from the signing-in user to register the enterprise application to Entra ID. Use an account with a cloud application administrator role or higher to sign in.

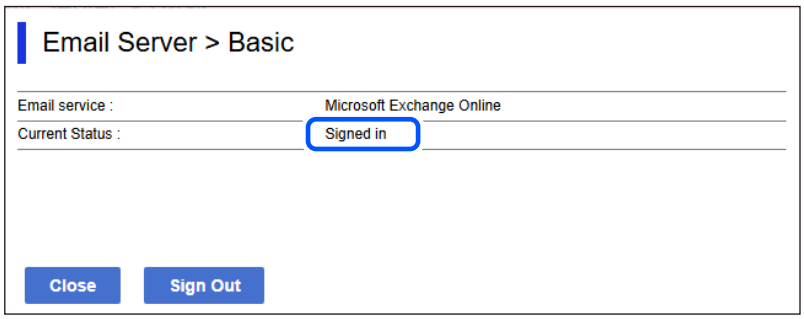
9. Enter the password and click **Sign In**.

   ***Note:***
   *If additional steps are required to sign in, follow the on-screen instructions.*

10. On the requested permission screen, select "Consent on behalf of organization" and then click **Accept**.

    When authentication is complete, a sign-in message will be displayed and you can close the browser screen.

    You can check the sign-in status on the **Network** tab > **Email Server** > **Basic** page in Web Config.



When the status shows **Signed in**, account information for OAuth 2.0 authentication is displayed.

11. Click **OK** to send the OAuth 2.0 authentication setting information to the product.

## 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 up 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 109

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

"Scan to Email Feature Work Flow" on page 58

### Mail Server Connection Test References

| Message | Cause |
|---|---|
| SMTP server communication error. Check the following. - Network Settings | This message appears when<br>❏ The scanner is not connected to a network<br>❏ SMTP server is down<br>❏ Network connection is disconnected while communicating<br>❏ Received incomplete data |
| POP3 server communication error. Check the following. - Network Settings | This message appears when<br>❏ The scanner is not connected to a network<br>❏ POP3 server is down<br>❏ Network connection is disconnected while communicating<br>❏ Received incomplete data |
| An error occurred while connecting to SMTP server. Check the followings. - SMTP Server Address - DNS Server | This message appears when<br>❏ Connecting to a DNS server failed<br>❏ Name resolution for an SMTP server failed |
| An error occurred while connecting to POP3 server. Check the followings. - POP3 Server Address - DNS Server | This message appears when<br>❏ Connecting to a DNS server failed<br>❏ Name resolution for a POP3 server failed |

| Message | Cause |
|---|---|
| SMTP server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password | This message appears when SMTP server authentication failed. |
| POP3 server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password | This message appears when POP3 server authentication failed. |
| Unsupported communication method. 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. 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. 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. 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. 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. 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. 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. |

# Making Contacts Available

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.

***Note:***
*You can also use the LDAP server (LDAP search) to enter the destination.*

| | |
|---|---|
| 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 select this setting. - : You cannot select 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 configure 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 30

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

**Contacts Settings**

| Item | Settings and Explanation |
|---|---|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts. |
| Name | Enter the name that you want to display in the contacts list in Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Index Word | Enter the name to be used for indexing and searching Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Type (Web Config only) | Select **Email**. |
| Email Address | Enter the destination email addresses.<br>Use half-width characters A-Z a-z 0-9 ! # $ % & ' * + - . /= ? ^ _ { \| } ~ @, and enter between 1 and 255 characters. |
| Assign to Frequent Use | Select to set the registered address as a frequently used address.<br>When setting as a frequently used address, it is displayed on the top screen of scan, and you can specify the destination without displaying the contacts. |
| 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 58

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

### How to Register

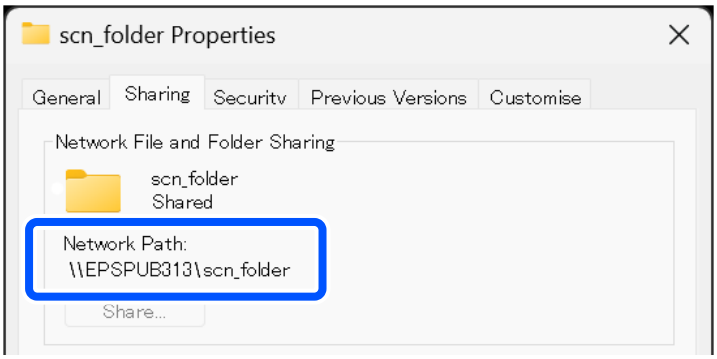
Access Web Config, and then select the **Scan** tab > **Contacts**. Select the number you want to register to your contacts, and then click **Edit**.

"How to Run Web Config in a Web Browser" on page 30

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

### Contacts Settings

| Item | Settings and Explanation |
|---|---|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts. |
| Name | Enter the name that you want to display in the contacts list in Contacts 30 characters or less in Unicode (UTF-16). When this is entered, you can also enter an **Index Word**.<br>If you do not need to specify this, leave it blank. |
| Index Word | Enter the name to be used for indexing and searching Contacts 30 characters or less in Unicode (UTF-16).<br>If you do not need to specify this, leave it blank. |

| Item | Settings and Explanation |
|---|---|
| Type (Web Config only) | Select **Network Folder (SMB)**. |
| Communication Mode (control panel only) | |
| Save to | Enter the path to the destination network folder within 1 to 253 characters in Unicode (UTF-16).<br>The "\\" at the start of the path has already been entered.<br>***Note:***<br>*Open the properties for the network folder and enter the network path as it appears on the **Sharing** tab.*<br>*Example: \\EPSPUB313\scan_folder*<br> |
| User Name | Enter the login user name (user account) for the computer on which the destination folder was created.<br>Enter the user name 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). |
| Password | Enter the login password (user account password) for the computer on which the destination folder was created.<br>Enter the password within 0 to 70 characters in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). |
| Assign to Frequent Use | Select to set the registered address as a frequently used address.<br>When setting as a frequently used address, it is displayed on the top screen of scan, and you can specify the destination without displaying the contacts. |
| 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 52

## 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 30

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

**Contacts Settings**

| Item | Settings and Explanation |
|---|---|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts. |
| Name | Enter the name that you want to display in the contacts list in Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Index Word | Enter the name to be used for indexing and searching Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Type (Web Config only) | Select **FTP**. |
| Secure Connection (Web Config only) | Select FTP or FTPS according to the file transfer protocol the FTP server supports. Select **FTPS** 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 need to specify this, leave it blank. |
| Password | Enter a password to access the FTP server within 0 to 70 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not need to 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 **Passive Mode**. |
| 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 **FTPS** is selected for **Secure Connection**.<br>Before setting up, you need to import the CA Certificate to the scanner. |
| Assign to Frequent Use | Select to set the registered address as a frequently used address.<br>When setting as a frequently used address, it is displayed on the top screen of scan, and you can specify the destination without displaying the contacts. |
| 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 52

## 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 30

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

### Contacts Settings

| Item | Settings and Explanation |
|---|---|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts. |
| Name | Enter the name that you want to display in the contacts list in Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Index Word | Enter the name to be used for indexing and searching Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Type (Web Config only) | Select **SharePoint(WebDAV)**. |
| Secure Connection (Web Config only) | Select the HTTPS (WebDAV (HTTPS)) or HTTP (WebDAV (HTTP)) according to the file transfer protocol the server supports. Select **HTTPS** 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 need to specify this, leave it blank. |
| Password | Enter a password to access the server within 0 to 70 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not need to specify this, leave it blank. |
| Certificate Validation (Web Config only) | The server's certificate is validated when this is enabled. This is available when **HTTPS** is selected for **Secure Connection**.<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. |
| Assign to Frequent Use | Select to set the registered address as a frequently used address.<br>When setting as a frequently used address, it is displayed on the top screen of scan, and you can specify the destination without displaying the contacts. |
| 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 52

## 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 30

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 it. Epson is not responsible for the loss or damage of any data, or 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.

   If you enter a password, you will need it 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.

# Cooperation between the LDAP Server and Users

When cooperating with the LDAP server, you can use the address information registered to the LDAP server as the destination of an email.

## Configuring the LDAP Server

To use LDAP server information, register it on the scanner.

1. Access the Web Config and select the **Network** tab > **LDAP Server** > **Basic**.
2. Enter a value for each item.
3. Select **OK**.

   The settings you have selected are displayed.

### *LDAP Server Settings*

| Items | Settings and Explanation |
|---|---|
| Use LDAP Server | Select **Use** or **Do Not Use**. |
| LDAP Server Address | Enter the address of the LDAP server. Enter between 1 and 255 characters of either IPv4, IPv6, or FQDN format. For the FQDN format, you can use alphanumeric characters in ASCII (0x20-0x7E) and "- " except for the beginning and end of the address. |
| LDAP server Port Number | Enter the LDAP server port number between 1 and 65535. |

| Items | Settings and Explanation |
|---|---|
| Secure Connection | Specify the authentication method when the scanner accesses the LDAP server. |
| Certificate Validation | When this is enabled, the certificate of the LDAP sever is validated. We recommend this is set to **Enable**.<br>To set up, the **CA Certificate** needs to be imported to the scanner. |
| Search Timeout (sec) | Set the length of time for searching before timeout occurs between 5 and 300. |
| Authentication Method | Select one of the methods.<br>If you select **Kerberos Authentication**, select **Kerberos Settings** to configure settings for Kerberos.<br>To perform Kerberos Authentication, the following environment is required.<br>❏ The scanner and the DNS server can communicate.<br>❏ The time of the scanner, KDC server, and the server that is required for authentication (LDAP server, SMTP server, File server) are synced.<br>❏ When the service server is assigned as the IP address, the FQDN of the service server is registered on the DNS server reverse lookup zone. |
| Kerberos Realm to be Used | If you select **Kerberos Authentication** for **Authentication Method**, select the Kerberos realm that you want to use. |
| Administrator DN / User Name | Enter the user name for the LDAP server in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank. |
| Password | Enter the password for the LDAP server authentication in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank. |

### *Kerberos Settings*

If you select **Kerberos Authentication** for **Authentication Method** of **LDAP Server** > **Basic**, configure the following Kerberos settings from the **Network** tab > **Kerberos Settings**. You can register up to 10 settings for the Kerberos settings.

| Items | Settings and Explanation |
|---|---|
| Realm (Domain) | Enter the realm of the Kerberos authentication in 255 characters or less in ASCII (0x20-0x7E). If you do not register this, leave it blank. |
| KDC Address | Enter the address of the Kerberos authentication server. Enter 255 characters or less in either IPv4, IPv6 or FQDN format. If you do not register this, leave it blank. |
| Port Number (Kerberos) | Enter the Kerberos server port number between 1 and 65535. |

## Configuring the LDAP Server Search Settings

When you set up the search settings, you can use the email address registered to the LDAP server.

1. Access Web Config and select the **Network** tab > **LDAP Server** > **Search Settings**.

2. Enter a value for each item.
3. Click **OK** to display the setting result.

   The settings you have selected are displayed.

### *LDAP Server Search Settings*

| Items | Settings and Explanation |
|---|---|
| Search Base (Distinguished Name) | If you want to search an arbitrary domain, specify the domain name of the LDAP server. Enter between 0 and 128 characters in Unicode (UTF-8). If you do not search for arbitrary attribute, leave this blank.<br>Example for the local server directory: dc=server,dc=local |
| Number of search entries | Specify the maximum number of search results to return (between 5 and 500). If the number of search results returned exceeds the maximum value specified, a warning message is displayed and some server entries may be excluded from the search. Refine your search criteria to reduce the number of search results and ensure that all server entries are included in the search. |
| User name Attribute | Specify the attribute name to display when searching for user names. Enter between 1 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z.<br>Example: cn, uid |
| User name Display Attribute | Specify the attribute name to display as the user name. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z.<br>Example: cn, sn |
| Email Address Attribute | Specify the attribute name to display when searching for email addresses. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, and -. The first character should be a-z or A-Z.<br>Example: mail |
| Arbitrary Attribute 1 - Arbitrary Attribute 4 | You can specify other arbitrary attributes to search for. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. If you do not want to search for arbitrary attributes, leave this blank.<br>Example: o, ou |

## Checking the LDAP Server Connection

You can perform an LDAP server connection test using the values entered in **LDAP Server** > **Search Settings**.

1. Access Web Config and select the **Network** tab > **LDAP Server** > **Connection Test**.
2. Select **Start**.

   The connection test is started. After the test, the check report is displayed.

### *LDAP Server Connection Test References*

| Messages | Explanation |
|---|---|
| Connection test was successful. | This message appears when the connection with the server is successful. |
| Connection test failed.<br>Check the settings. | This message appears for the following reasons:<br>❏ The LDAP server address or the port number is incorrect.<br>❏ A timeout has occurred.<br>❏ **Do Not Use** is selected as the **Use LDAP Server**.<br>❏ If **Kerberos Authentication** is selected as the **Authentication Method**, settings such as **Realm (Domain)**, **KDC Address** and **Port Number (Kerberos)** are incorrect. |
| Connection test failed.<br>Check the date and time on your product or server. | This message appears when the connection fails because the time settings for the scanner and the LDAP server are mismatched. |
| Authentication failed.<br>Check the settings. | This message appears for the following reasons:<br>❏ **User Name** and/or **Password** is incorrect.<br>❏ If **Kerberos Authentication** is selected as the **Authentication Method**, the time/date may not be configured. |
| Cannot access the product until processing is complete. | This message appears when the scanner is busy. |

# 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>***Note:***<br>*If AirPrint is disabled, Mopria scanning from Chromebooks, Windows, and the Mopria Scan app is also disabled.* |

# 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. Select each item.
   - ❏ Registered name: Set a name 10 characters or less 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**.

# Customizing the Control Panel Display

Registering Presets. . . . . 125

Editing the Home Screen of the Control Panel. . . . . 127

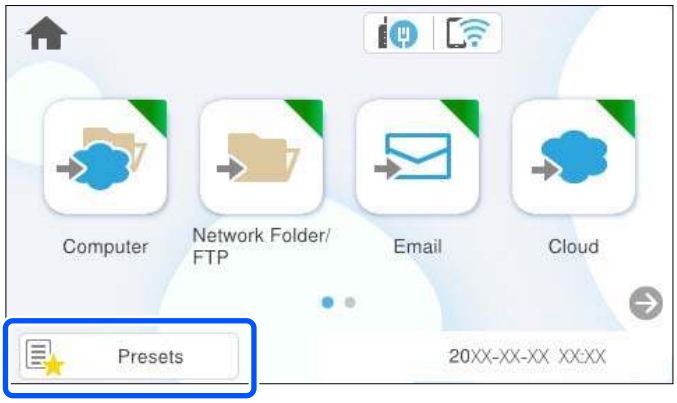
# Registering Presets

You can register frequently used scanning setting as **Presets**. You can register up to 48 presets.

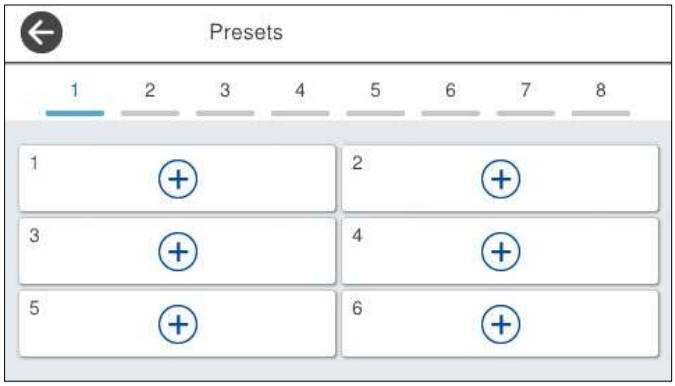
***Note:***

- *You can register the current 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.*

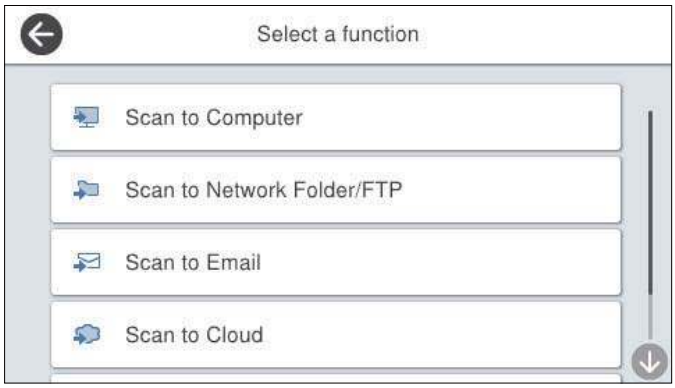
1. Select **Presets** on the home screen on the scanner's control panel.




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. Make the preset settings.
   - ❏ **Name**: Set the name.
   - ❏ **Set Icon**: Set the image and color of the icon to display. The icon image and color may not change depending on the function.
   - ❏ **Quick Send Setting**: Immediately starts scanning without confirmation when the preset is selected.
   - ❏ **Contents**: Check scan settings.




6. Select **OK**.

### Related Information

➡ "Setting a Job" on page 94

## Menu Options of Presets

You can change the settings of a preset by selecting › in each preset.

Change Name:

Changes the preset name.

Change Icon:

Changes the icon image and color of the preset. The icon image and color may not change depending on the function.

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.

Add or Remove Icon on Home:

Adds or deletes the preset icon from the home screen.

Confirm Details:

View the settings of a preset. You can load the preset by selecting **Use This Setting**.

# Editing the Home Screen of the Control Panel

You can customize the home screen by selecting **Settings** > **Edit Home** on the scanner's control panel.

- Layout : Changes the display method of the menu icons.
  "Changing the Layout of the Home Screen" on page 127
- Add Icon: Adds icons to the **Presets** settings you have made, or restores icons that have been removed from the screen.
  "Add Icon" on page 128
- Remove Icon : Removes icons from the home screen.
  "Remove Icon" on page 129
- Move Icon : Changes the display order of the icons.
  "Move Icon" on page 130
- Restore Default Icon Display : Restores the default display settings for the home screen.

## Changing the Layout of the Home Screen

1. Select **Settings** > **Edit Home** > **Layout** on the scanner's control panel.

2. Select **Line** or **Matrix**.

   **Line**:




   **Matrix**:



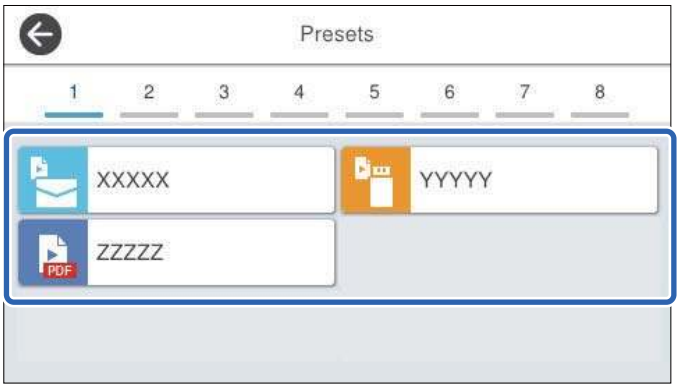

3. Select to return and check the home screen.

## Add Icon

1. Select **Settings** > **Edit Home** > **Add Icon** on the scanner's control panel.
2. Select **Function** or **Presets**.
   - ❏ Function: Displays the default functions shown on the home screen.
   - ❏ Presets: Displays registered presets.

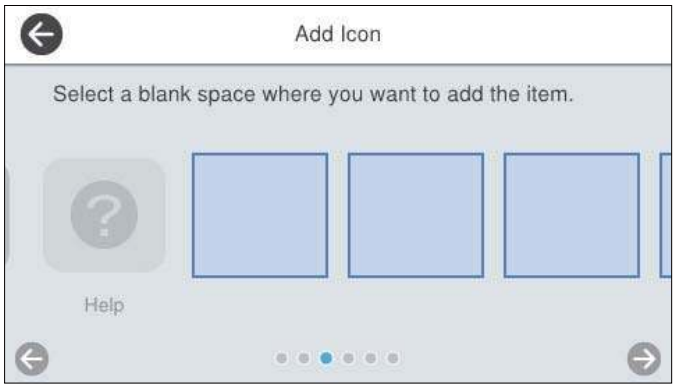


3. Select the item you want to add to the home screen.




4. Select the blank space where you want to add the item.

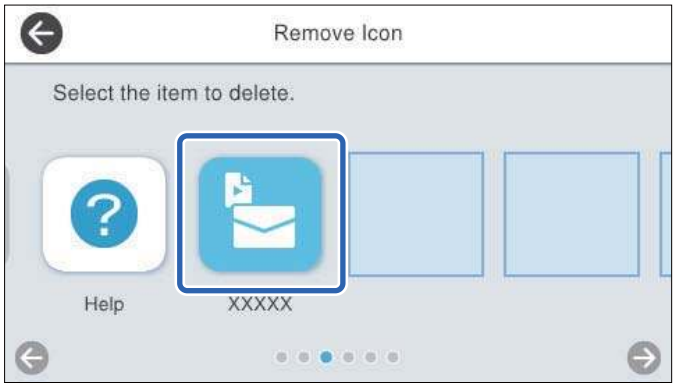
   If you want to add multiple icons, repeat steps 3 to 4.




5. Select to return and check the home screen.

## Remove Icon

1. Select **Settings** > **Edit Home** > **Remove Icon** on the scanner's control panel.
2. Select the icon you want to remove.



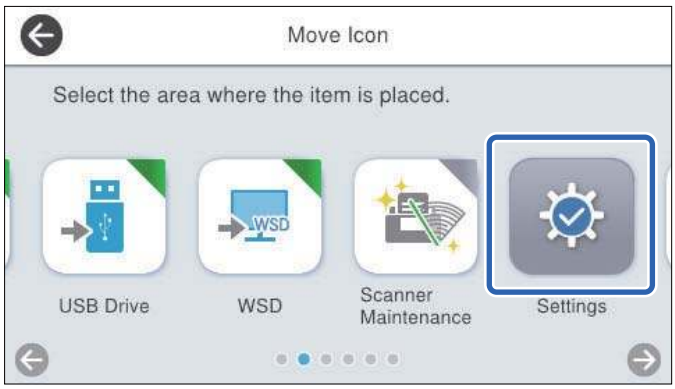
3. Select **Yes** to finish.

   If you want to remove multiple icons, repeat procedure 2 to 3.

4. Select ⌂ to return and check the home screen.

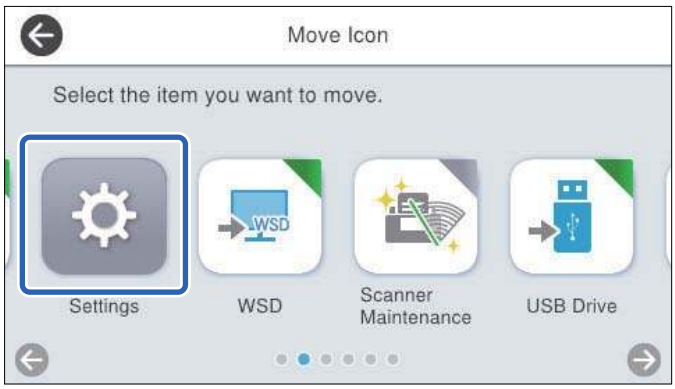
## Move Icon

1. Select **Settings** > **Edit Home** > **Move Icon** on the scanner's control panel.
2. Select the icon you want to move.




3. Select the destination frame.

   If another icon is already set in the destination frame, the icons are replaced.




4. Select ⌂ to return and check the home screen.

# Menu Options for Settings

Basic Settings. . . . . 132

Scanner Settings. . . . . 133

Edit Home. . . . . 133

User Settings. . . . . 134

Network Settings. . . . . 134

Web Service Settings. . . . . 135

Document Capture Pro. . . . . 136

Contacts Manager. . . . . 136

System Administration. . . . . 136

Device Information. . . . . 138

# 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.
- ❏ Sound Type: Set the type of operation sound.

### Sleep Timer

Speciify how long the scanner waits to enter sleep mode (energy saving mode) if it has not been used. The LCD screen turns black during sleep mode.

***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.

  This feature may not be available depending on your region.

- ❏ 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.

  For users in Europe, 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****.*

### Direct power on

Turn on the scanner directly when it is connected to the power source without pressing the power button.

### 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

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

Check the destination before scanning.

# Edit Home

You can edit the display settings for the home screen.

❏ Layout

Changes the display method for the menu icons.

❏ Add Icon

Adds icons to the **Presets** you have set, or returns icons you have previously removed from the screen.

❏ Remove Icon

Removes the icons from the home screen. If you want to re-display removed icons, select **Add Icon** or **Restore Default Icon Display**.

❏ Move Icon

Changes the display order of the icons.

❏ Restore Default Icon Display

Restores the default display settings for the home screen.

# 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 configuring 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  to change the 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

Configure 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 with the service by selecting **Register** and following the instructions.

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

- ❏ Suspend/Resume
- ❏ Unregister

For details, see the following web site.

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

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

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

http://www.epsonconnect.eu (Europe)

https://www.epsonconnect.ae (Middle East, Türkiye, Africa, Central and West Asia)

https://www.epsonconnect.com/ (Other regions)

# Document Capture Pro

Group Settings

Enable group settings on the scanner. Use this item when you have enabled group settings on Document Capture Pro.

Group

Enter the group number when **Group Settings** is enabled.

# Contacts Manager

Register/Delete:

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

Frequent:

Register frequently used contacts to access them quickly. You can also change the order of the list.

View Options:

Change the way the contact list is displayed.

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 menus.

Frequent:

Register frequently used contacts to access them quickly. You can also change the order of the list.

View Options:

Change the way the contact list is displayed.

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 70 characters long.
- ❏ Lock Setting: Lock the scanner settings to protect them from being changed by other users.

### Restrictions

Permit to change the settings of the following items when panel lock is enabled.

- ❏ Access to Register/Delete Contacts
- ❏ Access to Recent of Scan to Email
- ❏ Access to Language
- ❏ Protection of Personal Data

### 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 a later 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.

# Maintenance

Cleaning Outside the Scanner. . . . . 140

Cleaning the Scanner Glass. . . . . 140

Energy Saving. . . . . 142

Transporting the Scanner. . . . . 142

Updating Applications and Firmware. . . . . 142

# 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 AC adapter 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.*

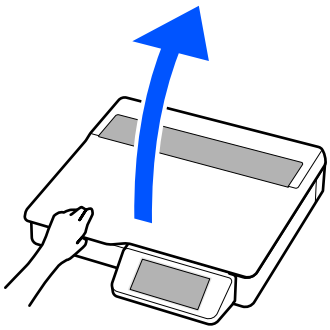
# Cleaning the Scanner Glass

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

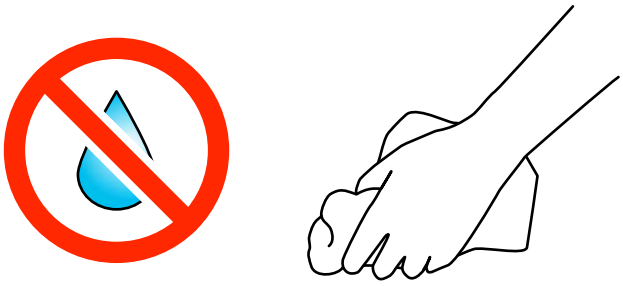
***Important:***

- ❏ *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 product behavior.*
- ❏ *Never open the scanner case.*

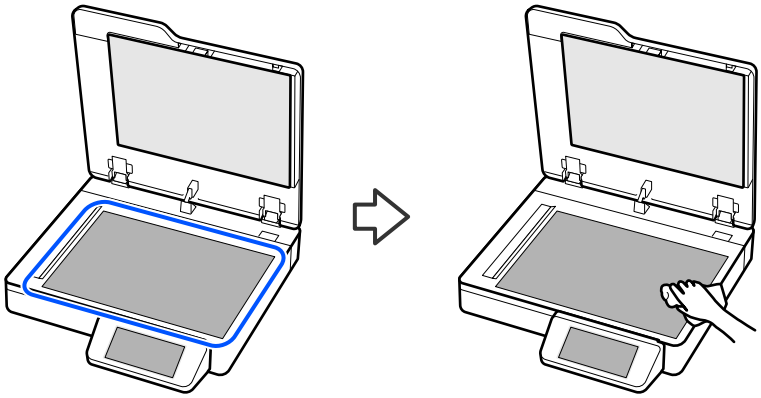
1. Open the document cover.



2. Obtain a soft, dry cloth.



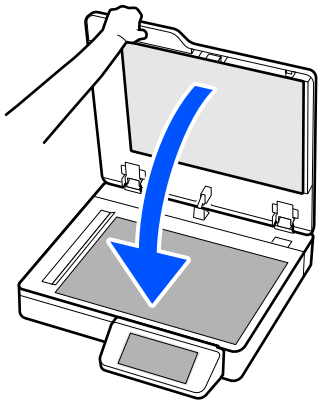
3. Wipe off any stains on the scanner glass.



***Important:***

- ❏ *Do not press the glass with too much force. Otherwise, the scanner may be damaged.*
- ❏ *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.*

4. Close the cover gently.



# 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 select settings.

   ***Note:***
   *Available features may vary depending on the location of purchase.*

# Transporting the Scanner

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

> ***Caution:***
> *Two people should lift and carry the product.*

1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter from the scanner.

   ***Note:***
   *Unplug the AC Adapter after checking that the power light is off.*
3. Remove the cables and the devices.
4. Make sure that there is no original inside the scanner.
5. Attach the protective materials that came with the scanner, and then repack it in its original box or a similar 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 30

# 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. . . . . .146

Problems when Preparing Network Scanning. . . . . 147

Problems Starting Scanning. . . . . .149

Scanned Image Problems. . . . . .161

Document Capture Pro Problems. . . . . .166

Uninstalling and Installing Applications. . . . . 167

# 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.*

*"Error Messages are Displayed on the Control Panel" on page 157*

| Error Messages | Solutions |
|---|---|
| Check the following if a computer is not found. - Connection between the scanner and the computer (USB or network) - Installation of a necessary application - Application version - Power supply to the computer - Firewall and security software settings - Group settings of a scanner and Document Capture Pro - Execution of re-searching For details, see your documentation. | ❏ Make sure the scanner is connected to your computer properly.<br>❏ Install the latest versions of Epson Scan 2 and Document Capture Pro (or Document Capture) on your computer.<br>❏ Make sure that the computer is turned on.<br>❏ Check the firewall settings in the Epson software.<br>❏ If you are using Windows, make sure the computer and scanner are set to the same group number in Document Capture Pro.<br>❏ When you have completed the previous suggestions, search for the computer again. |
| Invalid entry. Check the address. | Enter the correct IP address or default gateway. Contact the person who setup the network for assistance. |
| Recovery Mode | The scanner has started in recovery mode because a firmware update failed. Follow the steps below to retry the firmware update.<br>1. Connect the computer and the scanner with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.)<br>2. Visit your local Epson website to download and run the firmware updater utility. |

### Related Information

➡ "Updating Applications and Firmware" on page 142
➡ "Installing Your Applications" on page 168

## 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 142

## Forgot Your Administrator's Password

You need help from service personnel. In the U.S., Canada, and Latin America, contact Epson support, in other regions, contact your dealer.

***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 105

➡ "Checking Error Messages on the Control Panel" on page 146

➡ "Receiving Email Notifications When Events Occur" on page 195

## 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 182

### 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 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 **Network Connection (Auto Search)**, enter the scanner's IP address in **Network Connection (Manual IP Address Entry)**. 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 151

➡ "The Scanner Cannot Connect by USB" on page 153

➡ "Cannot Scan Even Though a Connection has been Correctly Established" on page 154

## 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 change.

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

   If your scanner is not displayed in **Network Connection (Auto Search)**, enter the scanner's IP address in **Network Connection (Manual IP Address Entry)**. 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 151

➡ "The Scanner Cannot Connect by USB" on page 153
➡ "Cannot Scan Even Though a Connection has been Correctly Established" on page 154

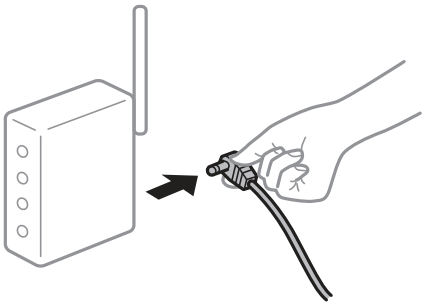
## Cannot connect to a Network

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 configure 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 devices 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.

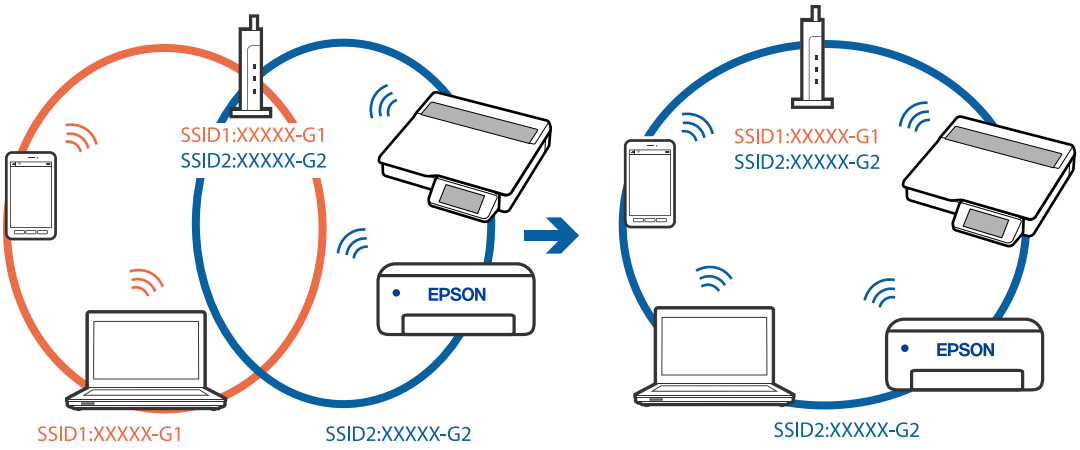
➡ "When Replacing the Wireless Router" on page 173

### 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 enabled.

### 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.

➡ "Resetting the Network Connection" on page 173

## 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 30
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

One of the following situations may be the cause.

### 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

Connect the USB cable to a different 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 168

### 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 94

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

#### Solutions

Make sure 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 155

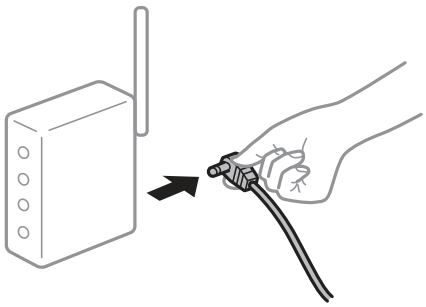
## Cannot connect to a Network

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 configure 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 devices 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.

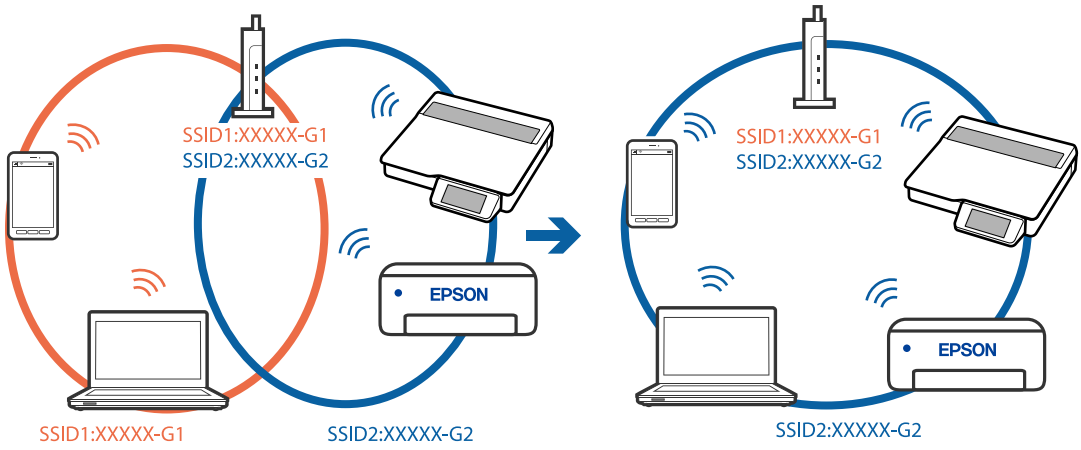
➡ "When Replacing the Wireless Router" on page 173

## 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 enabled.

### 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.

➡ "Resetting the Network Connection" on page 173

### 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 Network Folder

## Error Messages are Displayed on the Control Panel

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. | Cannot connect to the computer. Check the following.<br>❏ Make sure that the address in the contacts list on the scanner and the address of the shared folder are the same.<br>❏ 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<br>❏ 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.<br>❏ Temporarily disable the computer's Firewall and security software. If this clears the error, check the settings in the security software.<br>❏ If **Public network** is selected as the network place, you cannot save the scanned images to the shared folder. Set the forward settings for each port.<br>❏ 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.<br>❏ Make sure the DNS setting is correct. Contact your network administrator about the DNS settings.<br>❏ 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. |
| Authentication error. Check the location, user name and password. | 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. |

| Messages | Solutions |
|---|---|
| Communication error. Check the Wi-Fi/ network connection. | Cannot communicate with a network folder that is registered on the contacts list. Check the following.<br>❏ Make sure that the address in the contacts list on the scanner and the address of the shared folder are the same.<br>❏ Access rights for the user in the contacts list should be added on the **Sharing** tab and the **Security** tab of the shared folder's properties. Also, the permissions for the user should be set to **Allow**. |
| 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 files are too large. Only XX pages have been sent. Check if there is enough space at the destination. | 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 files are too large. Only XX pages have been sent. Check if there is enough space at the destination. |

## 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 109

## Cannot Send Scanned Images to an Email when Using Microsoft Exchange Online

### *Cannot sign in or users cannot sign in*

Your Microsoft Entra ID may be blocked by a conditional access policy.

**Solution:**

Check your conditional access policies with Microsoft Entra ID.

For detailed instructions, see the "Microsoft Learn" site.

## Cannot send email

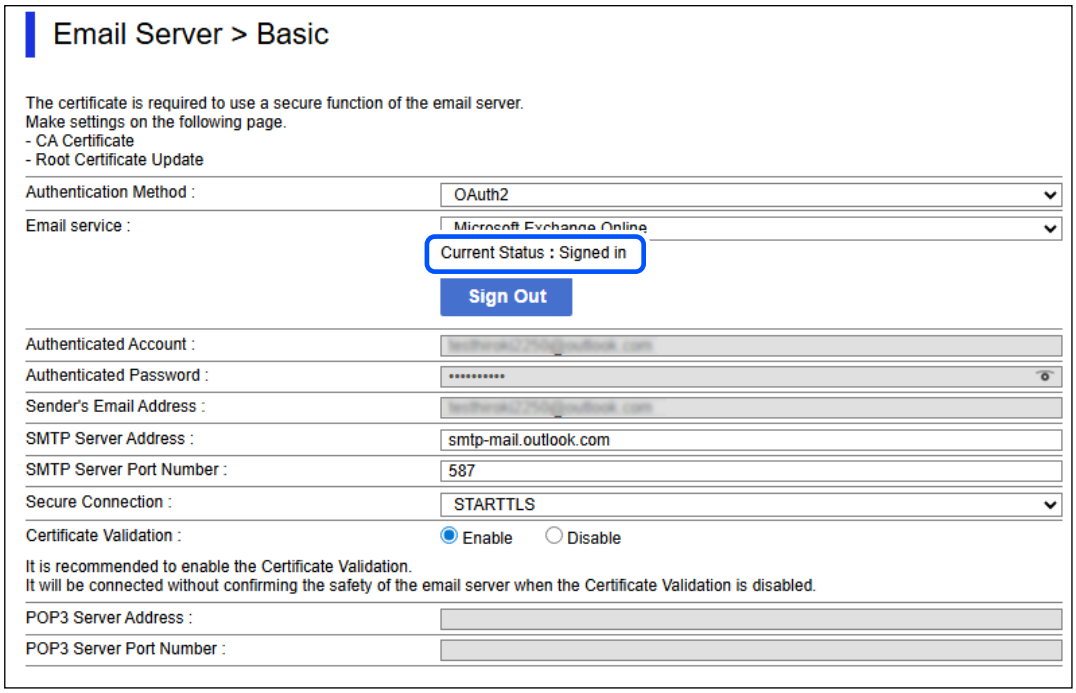
**Status:**

"To use this function, you must sign in to your email service. Please contact your administrator." is displayed.

**Solution:**

Check Web Config for the current status.

Select the **Network** tab > **Email Server** > **Basic**




If the **Current Status** is **Signed in**, the sign-in information may not have been saved to the scanner. Click **OK** to send the setting information to the scanner.

If there is no **Current Status** and the **Sign In** button is displayed, sign in.

"Setting Up OAuth2.0 Authentication for the Email Server" on page 107

**Status:**

The cloud service or email service is not connected, or the connection has expired.

**Solution:**

Connect to cloud service or email service.

**Status:**

You need to sign in to cloud service again.

**Solution:**

Sign in to cloud service.

### *Expiration message is displayed*

A certain period of time has passed since signing in without using the email sending function.

If a scanner using OAuth 2.0 authentication has not been used for an extended period, or the email-sending function has not been used, the access token and refresh token will become invalid.

**Solution:**

The administrator should perform the sign-in operation again.

"Setting Up OAuth2.0 Authentication for the Email Server" on page 107

# Scanned Image Problems

## Uneven Colors, Dirt, Spots, Appear when Scanning from the Scanner Glass

❏ Clean the scanner glass.

❏ Remove any dust or dirt from 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.

## 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

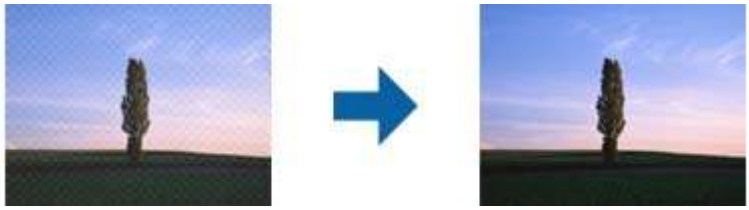
➡ "Setting a Resolution That Suits the Scanning Purpose" on page 93

## 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

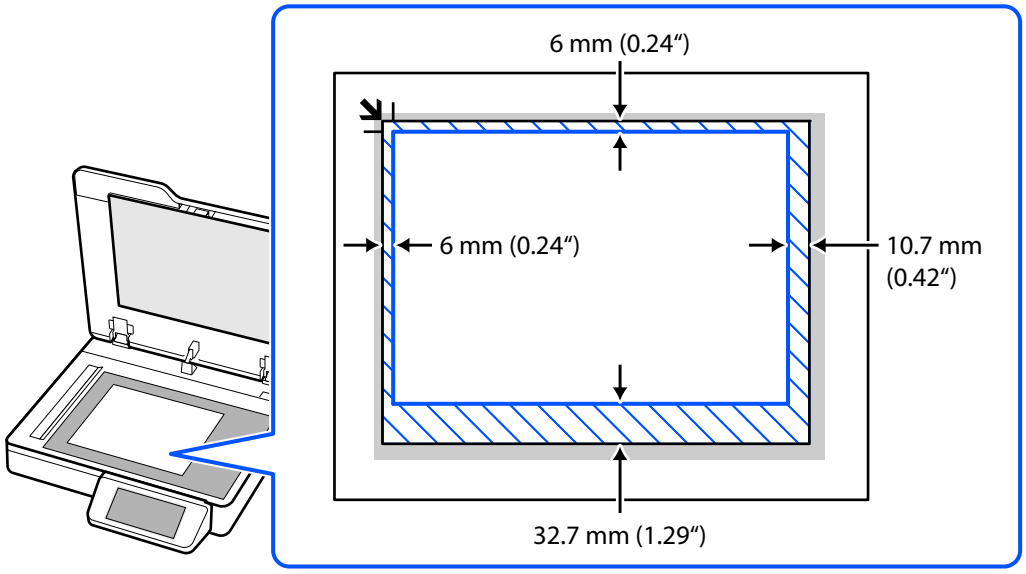
❏ Make sure the original is placed correctly against the alignment marks.

❏ 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, from lamps or other sources, does not shine directly onto the scanner glass.

❏ The maximum size of the original you can scan is 297.1×431.8 mm (11.7×17 in.).

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




❏ 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 35

## Cannot Scan the Correct Area in Book Scanning Mode

❏ In Epson Scan 2, select the size of the book you want to scan as the **Document Size** in **Main Settings**.

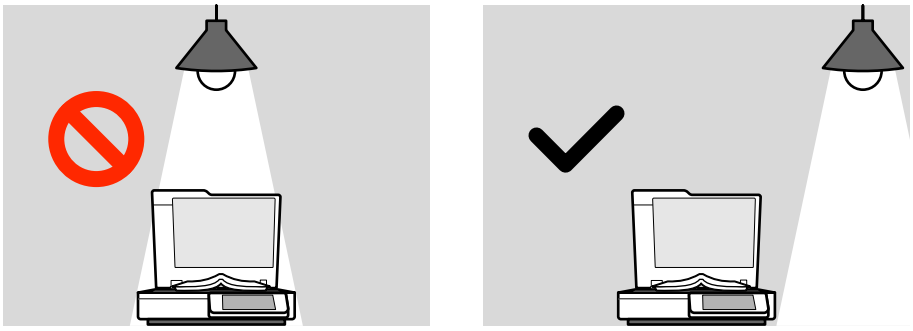
When scanning text, select the size of the book as it is when it is fully open.

If the size is not in the list, select **Customize**, and then create the size manually. You can also select **Auto Detect**.

❏ Make sure the book is placed correctly against the alignment marks.

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

❏ If there is a light source directly above the scanner glass, you may not be able to scan the correct area. Move the scanner to a location where light does not shine directly onto the scanner glass.



❏ When you place a document with a dark-colored cover, scanning may not start automatically. If scanning does not start, select **Start Scanning** on the scanner's control panel.

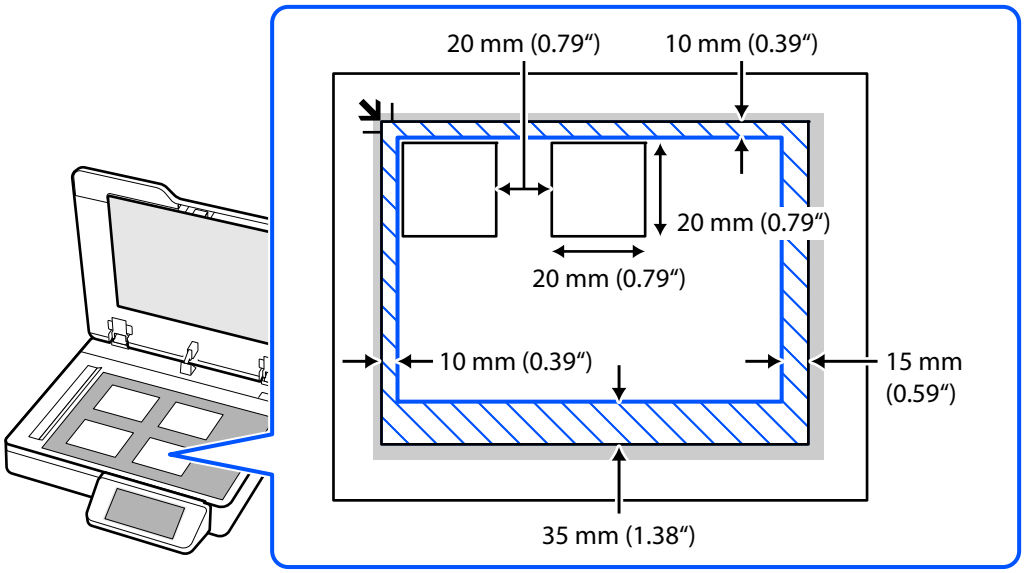
### Related Information

➡ "Scanning Books Continuously (Book Scanning Mode)" on page 43

## Cannot Scan Multiple Originals at the Same Time

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

- ❏ The originals are not closer to the edges of the scanner glass that the distances shown in the illustration.
- ❏ There is a gap of at least 20 mm (0.79 in.) between each original.
- ❏ The originals are at least 20×20 mm (0.79×0.79 in.) in size.




❏ Make sure 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.

❏ For some types of documents, 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 39

## 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 get 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 2025
     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 10/Windows Server 2022/Windows Server 2019/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 reinstall the scanner driver (Epson Scan 2).*

# Document Capture Pro Problems

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

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

# Uninstalling and Installing Applications

## Uninstalling Your Applications

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

### Uninstalling Your Applications for Windows

1. Quit all running applications.
2. Disconnect the scanner from your computer.
3. Open the Control Panel:
   - ❏ Windows 11/Windows Server 2025
     Click the start button, and then select **All apps** > **Windows Tools** > **Control Panel**.
   - ❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016
     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/Windows Server 2008
     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** or **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 the 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://support.epson.com (U.S., Canada, and Latin America)

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

# Adding or Replacing the Computer or Devices

Connecting to a Scanner that has been Connected to the Network. . . . . .170

Connecting a Smart Device and Scanner Directly (Wi-Fi Direct). . . . . .171

Resetting the Network Connection. . . . . .173

Checking the Network Connection Status. . . . . .176

# 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://support.epson.com (U.S., Canada, and Latin America)

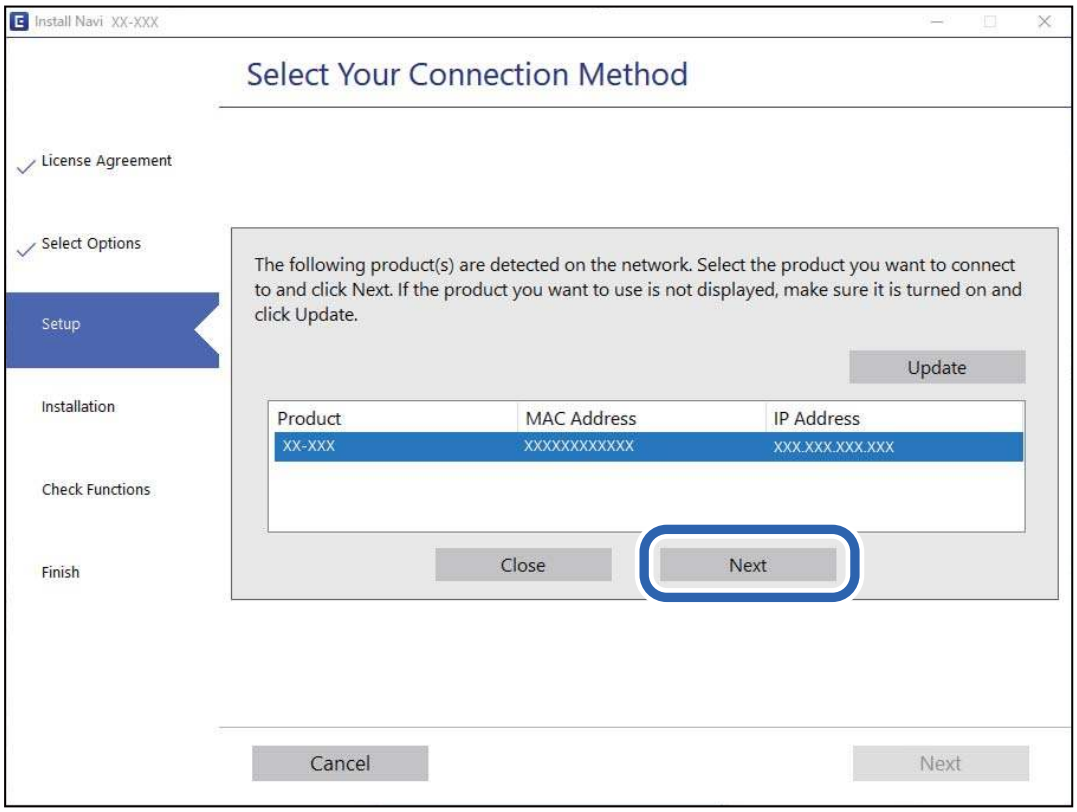
https://epson.sn > **Setup** (Other regions)*

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

https://support.epson.net/publist/vlink.php?code=VM00069

### 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.

"Configuring Settings for Connecting to the Smart Device" on page 174

#### Connecting by Wi-Fi Direct

Connect the smart device to the scanner directly without a wireless router.

See the following for more details.

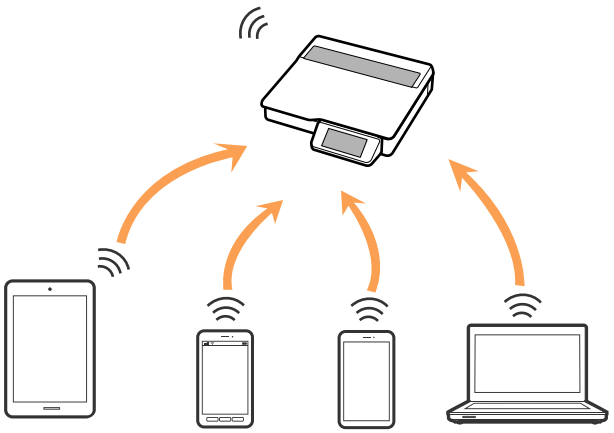
"Connecting a Smart Device and Scanner Directly (Wi-Fi Direct)" on page 171

# 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 a 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** > **Change** > Menu > **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** > Menu **Change**, 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 reconnect 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 reconnect 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. Reconnect the device.

Note that you cannot reconnect 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*

# Resetting the Network Connection

This section explains how to configure 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, configure settings for the connection between the computer or the smart device and the scanner.

You need to configure these settings if you change your Internet service provider or make other related changes.

## Configuring 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://support.epson.com (U.S., Canada, and 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=VM00069

Follow the on-screen instructions.

## Configuring 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, configure connection settings between the computer and the scanner.

## Configuring 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://support.epson.com (U.S., Canada, and 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=VM00069

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://support.epson.com (U.S., Canada, and 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

➡ "Configuring Wi-Fi Settings from the Control Panel" on page 99

## 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 a Network Connection" on page 180

2. Select **Settings** > **Network Settings** > **Advanced** on the scanner's control panel, and then set the required information.

   "Assigning the IP Address" on page 182

   "Setting the Proxy Server" on page 183

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 183

## Configuring Wi-Fi Settings from the Control Panel

You can configure 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 configure settings manually.

If the wireless router supports WPS, you can configure 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, and tablet.)

### Related Information

➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 184
➡ "Configuring Wi-Fi Settings Using Push Button Setup (WPS)" on page 185
➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 186

# 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>**Settings** > **Network Settings** > **Wi-Fi Setup** | |
| |  | The scanner is not connected to a wireless (Wi-Fi) network. |
| |  | The scanner is searching for an SSID, the IP address has not been set, or the scanner is 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 network connection settings have not been set. |
| |  | 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 more) for Ethernet or Wi-Fi connections.
   - ❏ Wi-Fi Direct Status

     Displays whether Wi-Fi Direct is enabled or disabled, and the SSID, password and more 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.

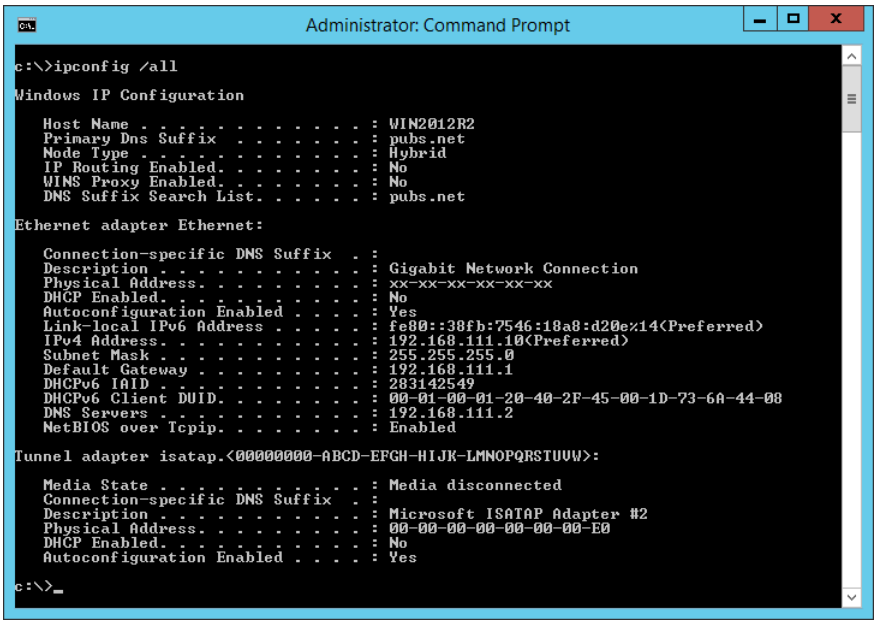
❏ ipconfig command

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 :

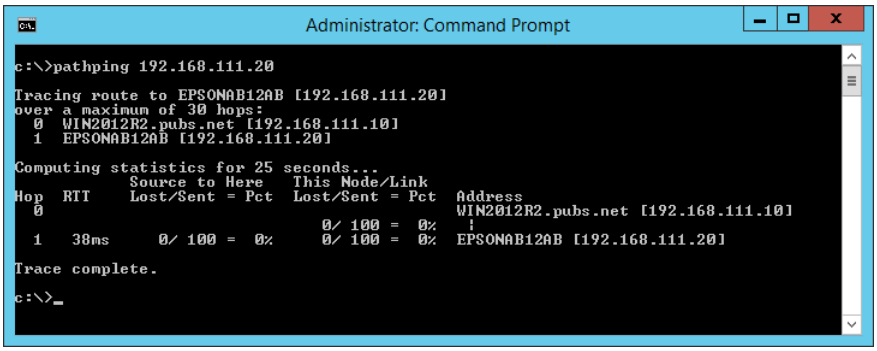



❏ pathping command

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 Information

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Administrator Settings. . . . . .187

Restricting USB Drive and Computer USB Connections. . . . . 192

Enabling Program Verification on Start Up. . . . . .193

Disabling Network Scanning from your Computer. . . . . 193

Enabling or Disabling WSD Scan. . . . . .194

Monitoring a Remote Scanner. . . . . 194

Backing Up the Settings. . . . . .196

Restoring the Default Settings. . . . . 197

Epson Remote Services Information. . . . . .197

Advanced Security Settings. . . . . 198

# 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://support.epson.com (U.S., Canada, and 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=VM00069*

## Before Making a 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 | ❏ Ethernet<br>❏ 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 | ❏ IP address<br>❏ Subnet mask<br>❏ 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 | ❏ SSID<br>❏ 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>"Network Specifications" on page 230 |
| DNS server information | ❏ IP address for primary DNS<br>❏ 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 | ❏ Proxy server name | 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.<br>For the following functions, the scanner directly connects to the internet .<br>❏ Epson Connect Services<br>❏ Cloud services of other companies<br>❏ Firmware updating<br>❏ Sending scanned images to SharePoint(WebDAV) |
| Port number information | ❏ Port number to release | Check the port number used by the scanner and computer, then release the port that is blocked by a firewall, if necessary.<br>See the following for the port number used by the scanner.<br>"Network Ports for the Scanner" on page 233 |

## IP Address Assignment

The IP address assignment types are described below.

**Static IP address:**

A predetermined fixed IP address is assigned to the scanner (host) manually.

The information to connect to the network (Subnet Mask, Default Gateway, Primary DNS, Secondary DNS) needs to be entered manually.

The IP address does not change even when the device is turned off, so this is useful when using devices an environment where you cannot change the IP address or you want to manage devices using the in IP address. We recommend settings to the scanner, server, and other devices on the network 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):**

An IP address is assigned to the scanner (host) automatically by the DHCP function of the server or router.

The information to connect to the network (Subnet Mask, Default Gateway, Primary DNS, Secondary DNS) 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, the scanner's IP address may change when reconnecting.

We recommend managing the device using a method other than the IP address and communicating with protocols that can follow the IP address even if it changes.

***Note:***
*When you use the DHCP IP address reservation function, 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.

The DNS server queries 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, configure 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**.

   If you want to set the IP address automatically by using the DHCP function of the router, select **Auto**. In that case, the **IP Address**, **Subnet Mask**, and **Default Gateway** on steps 5 and 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 ▶.
6. Enter the **Subnet Mask** and **Default Gateway**.

   ***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.

   ***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.
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 configuring 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 in IPv4 or FQDN format.
6. Enter the port number for the proxy server.
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) with 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 configure settings manually.

If the wireless router supports WPS, you can configure 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, and tablet.)

## Note when Using a Wi-Fi 5 GHz Connection

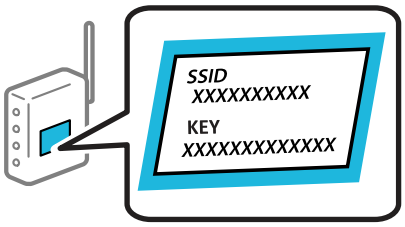
This product normally uses W52 (36ch) as the channel when connecting to Wi-Fi Direct (Simple AP). Since the channel for wireless LAN (Wi-Fi) connection is selected automatically, the channel used may differ when used at the same time as a Wi-Fi Direct connection. If the channels differ, data communication with the scanner may be slow. If it does not interfere with use, connect to the SSID for the 2.4 GHz band on the network. 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.

## Configuring Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi connection by entering the necessary information from the scanner's control panel. To set up using this method, you need the SSID and password for your 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**.
5. 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 below for more 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 named "Network Key", "Wireless Password", or another similar name. 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 176

## Configuring Wi-Fi Settings Using Push Button Setup (WPS)

You can automatically connect to a wireless router by pressing a button on the wireless router, if the following conditions are met.

- ❏ 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.*

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 **Push Button 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 below for more 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 176

## Configuring Wi-Fi Settings Using 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 a 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 below for more 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 176

## 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 30

# 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>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 others. 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 USB connection with the computer. | USB connection of computer: 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 70 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 30

## 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 70 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. If you want to cancel the **Lock Setting** once it has been enabled, tap  at the top right corner of the Home screen to log in as an administrator.

    is not displayed when **Lock Setting** is disabled. If you want to enable this setting, go to the next step.

2. Select **Settings**.
3. Select **System Administration** > **Admin Settings**.
4. 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 30

## 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 |
|---|---|
| Basic Settings | - |

| Settings menu | | Lock Setting |
|---|---|---|
| | LCD Brightness | - |
| | Sounds | - |
| | Sleep Timer | ✓ |
| | Power Off Timer | ✓ |
| | Direct power on | ✓ |
| | 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 | | - |
| | Automatic Feeding Mode Timeout | ✓ |
| | Confirm Recipient | ✓ |
| Edit Home | | ✓ |
| | Layout | ✓ |
| | Add Icon | ✓ |
| | Remove Icon | ✓ |
| | Move Icon | ✓ |
| | Restore Default Icon Display | ✓ |
| User Settings | | ✓ |
| | Network Folder/FTP | ✓ |
| | Email | ✓ |
| | Cloud | ✓ |
| | USB Drive | ✓ |
| Network Settings | | ✓ |
| | Wi-Fi Setup | ✓ |
| | Wired LAN Setup | ✓ |
| | Network Status | ✓ |
| | Advanced | ✓ |
| Web Service Settings | | ✓ |

| Settings menu | | Lock Setting |
|---|---|---|
| | Epson Connect Services | ✓ |
| Document Capture Pro | | - |
| | Change Settings | ✓ |
| Contacts Manager | | - |
| | Register/Delete | ✓/-* |
| | Frequent | - |
| | View Options | - |
| | Search Options | - |
| System Administration | | ✓ |
| | Contacts Manager | ✓ |
| | Admin Settings | ✓ |
| | Restrictions | ✓ |
| | Password Encryption | ✓ |
| | Program Verification on Start Up | ✓ |
| | Customer Research | ✓ |
| | Restore Default Settings | ✓ |
| | Firmware Update | ✓ |
| Device Information | | - |
| | Serial Number | - |
| | Current Version | - |
| | Total Number of Scans (Scanner Glass) | - |

* You can set whether or not to allow changes in **System Administration** > **Restrictions**.

# 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 30

## Logging in as an Administrator from the Control Panel

When **Lock Setting** is enabled, you can use any of the following methods to log in from the scanner's control panel.

1. Tap  at the top right of the screen.
2. When the **Select User** screen is displayed, select **Administrator**.
3. Enter the password to log in.

   A login complete message is displayed, and then the Home screen on the control panel is displayed.

To log out, tap  at the top right of the screen or press the  button.

# Restricting USB Drive and Computer USB Connections

You can disable the interface that is used to connect the device to the scanner. Select the restriction settings to restrict scanning other than via network.

***Note:***
*You can also select 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 30

# 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 select 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 select 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 30

# Enabling or Disabling WSD Scan

***Note:***
*You can also select 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 / Mopria****.*

*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 30

# 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 more.

❏ 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 30

### *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 from 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 30

## 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 30

# Restoring the Default Settings

You can select network or other settings stored in the scanner and restore them to their defaults.

1. Access Web Config, and then select the **Device Management** tab > **Restore Default Settings**.

   ***Note:***
   *You can also select 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.

# Epson Remote Services Information

Epson Remote Services is a service that periodically collects scanner information over the Internet. This can be used to predict when consumables and replacement parts need to be replaced or replenished, and to quickly resolve any errors or problems.

For more information about Epson Remote Services, contact Epson support (U.S., Canada, and Latin America) or your dealer (other regions).

# 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 the Epson server on the Internet from the scanner, such as communicating with 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. |
| 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. |

| Name | Feature type | What to set | What to prevent |
|---|---|---|---|
| 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 server). | 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 30

## 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, etc. |
| 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. |

| Protocol | Description |
|---|---|
| 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, etc. |
| 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. |
| 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.<br>Select **Read Only** or **Read/Write**. |
| Community Name (Read Only) | Enter 32 characters or less in ASCII (0x20-0x7E). If you do not specify this, leave it blank. |
| Community Name (Read/Write) | Enter 32 characters or less 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>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. |
| Encryption Settings | | |

| Item | | Settings and Explanation |
|---|---|---|
| | 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 32 characters or less 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 by applying 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 being accessed 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 configuring 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 30

### CSR Setting Items

| Items | Settings and Explanation |
|---|---|
| Key Length | Select a key length for a CSR. |

| Items | Settings and Explanation |
|---|---|
| Common Name | 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.<br>The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject.<br>Example:<br>Scanner's IP address : 192.0.2.123, Scanner name : EPSONA1B2C3<br>Common Name : EPSONA1B2C3, EPSONA1B2C3.local, 192.0.2.123 |
| 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 **Sender's Email Address** for the **Network** tab > **Email Server** > **Basic**. |

### *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 or the 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 30

### 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 matches a certificate. |
| Password | If the file format is **Certificate with Private Key (PKCS#12)**, 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 **Certificate (PEM/DER)**, 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 **Certificate (PEM/DER)**, 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 30

## 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**.

   A confirmation message is displayed.
6. Click **OK**.

   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 30

## 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 avoid 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 30

### *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 30

## 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. Select 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 30

### 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 30

## 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 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 30

## *Default Policy Settings*

### 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 **Certificate**, you need to obtain and import a CA-signed certificate in advance. |
| Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, 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 **Certificate**, you need to obtain and import a CA-signed certificate in advance. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, 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>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, 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 **Certificate**, you need to obtain and import a CA-signed certificate in advance. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate. |
| | ID | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, 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 | 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.<br>**Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters. |

### ❏ 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 **ESP** is selected for **Security Protocol**. |
| | Authentication | Select the authentication algorithm for ESP.<br>This is available when **ESP** is selected for **Security Protocol**. |
| AH | Authentication | Select the encryption algorithm for AH.<br>This is available when **AH** is selected for **Security Protocol**. |

## 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 Settings*

| 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 **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy. |
| Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, 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 **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, 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>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, 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 **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate. |
| | ID | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, 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 | 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.<br>**Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters. |

**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 **ESP** is selected for **Security Protocol**. |
| | Authentication | Select the authentication algorithm for ESP.<br>This is available when **ESP** is selected for **Security Protocol**. |
| AH | Authentication | Select the encryption algorithm for AH.<br>This is available when **AH** is selected for **Security Protocol**. |

### *Combination of Local Address (Scanner) and Remote Address(Host) on Group Policy*

| | Setting of Local Address (Scanner) | | |
|---|---|---|---|
| | IPv4 | IPv6*2 | Any addresses*3 |

| | | | | |
|---|---|---|---|---|
| **Setting of Remote Address(Host)** | IPv4*1 | ✓ | – | ✓ |
| | IPv6*1*2 | – | ✓ | ✓ |
| | Blank | ✓ | ✓ | ✓ |

*1 If **IPsec** is selected for **Access Control**, you cannot specify in a prefix length.

*2 If **IPsec** is selected for **Access Control**, you can select a link-local address (fe80::) but group policy will be disabled.

*3 Except IPv6 link local addresses.

### Related Information

➡ "How to Run Web Config in a Web Browser" on page 30

## *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 Epson 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 30

# 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 (**IEEE802.1X** > **Basic**) 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 **Certificate Validation** using **IEEE802.1X (Wired LAN)**, select **Enable**. If you select Enable, see the related information and import the **CA Certificate**.<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 **PEAP-TLS** or **PEAP/MSCHAPv2** for **EAP Type**, 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 105

➡ "Checking Error Messages on the Control Panel" on page 146

➡ "Receiving Email Notifications When Events Occur" on page 195

## 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 182

### 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 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 set 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, if a time lag occurs between the scanner's date and time and the validity period for the certificate, the scanner recognizes that the certificate is unavailable and indicates an error.

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, configure the network settings again, and then configure 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 the administrator's. You can find the MAC address on the label pasted on the scanner.

If you can access, configure 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, configure the network settings again, and then configure 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. | **Cause:**<br>You have not selected a file to import.<br>**What to do:**<br>Select a file and click **Import**. |
| CA Certificate 1 is not entered. | **Cause:**<br>CA certificate 1 is not entered and only CA certificate 2 is entered.<br>**What to do:**<br>Import CA certificate 1 first. |
| Invalid value below. | **Cause:**<br>Unsupported characters are contained in the file path and/or password.<br>**What to do:**<br>Make sure that the characters are entered correctly for the item. |
| Invalid date and time. | **Cause:**<br>Date and time for the scanner have not been set.<br>**What to do:**<br>Set date and time using Web Config or EpsonNet Config. |
| Invalid password. | **Cause:**<br>The password set for CA certificate and entered password do not match.<br>**What to do:**<br>Enter the correct password. |

| Messages | Cause/What to do |
|---|---|
| Invalid file. | **Cause:**<br>You are not importing a certificate file in X509 format.<br>**What to do:**<br>Make sure that you are selecting the correct certificate sent by a trusted certificate authority. |
| | **Cause:**<br>The file you have imported is too large. The maximum file size is 5KB.<br>**What to do:**<br>If you select the correct file, the certificate might be corrupted or fabricated. |
| | **Cause:**<br>The chain contained in the certificate is invalid.<br>**What to do:**<br>For more information on the certificate, see the website of the certificate authority. |
| Cannot use the Server Certificates that include more than three CA certificates. | **Cause:**<br>The certificate file in PKCS#12 format contains more than 3 CA certificates.<br>**What to do:**<br>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. |
| The certificate has expired. Check if the certificate is valid, or check the date and time on the product. | **Cause:**<br>The certificate is out of date.<br>**What to do:**<br>❏ If the certificate is out of date, obtain and import the new certificate.<br>❏ If the certificate is not out of date, make sure the scanner's date and time are set correctly. |
| Private key is required. | **Cause:**<br>There is no paired private key with the certificate.<br>**What to do:**<br>❏ If the certificate is the PEM/DER format and it is obtained from a CSR using a computer, specify the private key file.<br>❏ 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. |
| | **Cause:**<br>You have re-imported the PEM/DER certificate obtained from a CSR using Web Config.<br>**What to do:**<br>If the certificate is the PEM/DER format and it is obtained from a CSR using Web Config, you can only import it once. |

| Messages | Cause/What to do |
|---|---|
| Setup failed. | **Cause:**<br>Cannot finish the configuration because the communication between the scanner and computer failed or the file cannot be read by some errors.<br>**What to do:**<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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# General Scanner Specifications

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

| | |
|---|---|
| Scanner type | Flatbed color image scanner |
| Photoelectric device | Color CIS |
| Effective pixels (scanner glass) | 7,200×10,200 |
| Light source | White LED |
| Optical resolution | Scanner glass: 600 dpi (main scan), 600 dpi (sub scan) |
| Scanning resolution | 50 to 1,200 dpi (in 1 dpi increments) *1 |
| Document size | Max 297.1×431.8 mm (11.7×17.0 inches) |
| Color depth | Color<br>❏ 30 bits per pixel internal (10 bits per pixel per color internal)<br>❏ 24 bits per pixel external (8 bits per pixel per color external)<br>Grayscale<br>❏ 10 bits per pixel internal<br>❏ 8 bits per pixel external<br>Black and white<br>❏ 10 bits per pixel internal<br>❏ 1 bit per pixel external |
| Interface | SuperSpeed USB<br>Hi-Speed USB (Host)<br>IEEE802.11b/g/n or IEEE802.11a/b/g/n/ac *2<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 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** |

| | |
|---|---|
| United States, Canada, Latin America, Ireland, United Kingdom, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Guade Loupe, Martinique, Mayotte, New Caledonia, SaintPierre, Miquelon, Reunion, French Polynesia, French Guyana, Wallis Futuna, Croatia, Cyprus, Greece, North Macedonia, Serbia, Slovenia, Malta, Bosnia and Herzegovina, Kosovo, Montenegro, Albania, Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Israel, South Korea | **Table B** |
| Turkey | Model name J462A*: **Table A**<br>Model name J462B*: **Table B** |

* The model name is located on a label on the back of the product.

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 The scanner can be connected via a Wi-Fi Direct (Simple AP) connection and either a Wi-Fi (Infrastructure) or Ethernet connection 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*2/13*2 |
| | | 5 GHz*3 | 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*2/13*2 |
| | | 5 GHz*3 | W52 (36/40/44/48)<br>W58 (149/153/157/161/165) |
| Connection Modes | Infrastructure, Wi-Fi Direct (Simple AP) *4*5 | | |

| | |
|---|---|
| Security Protocols*6 | WEP (64/128bit), WPA2-PSK (AES)*7, WPA3-SAE (AES), WPA2/WPA3-Enterprise |

*1 Only available for the HT20

*2 Not available in U.S., Canada, and Latin America

*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)*1<br>IEEE802.3u (100BASE-TX)*1<br>IEEE802.3ab (1000BASE-T)*1<br>IEEE802.3az (Energy Efficient Ethernet)*2 |
| 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 |
| 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 others)

Epson cannot guarantee all operations of externally connected drives.

# Network Ports for the Scanner

The scanner uses the following ports. 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 |
| | | NetBIOS (TCP) | 139 |
| | WebDAV server | Protocol HTTP(TCP) | 80 |
| | | Protocol HTTPS(TCP) | 443 |
| Email sending (When scan to mail is used from the scanner) | SMTP server | SMTP (TCP) | 25 |
| | | SMTP SSL/TLS (TCP) | 465 |
| | | SMTP STARTTLS (TCP) | 587 |
| POP before SMTP connection (When scan to mail is used from the scanner) | POP server | POP3 (TCP) | 110 |
| When Epson Connect is used | Epson Connect Server | HTTPS | 443 |
| | | XMPP | 5222 |
| Collecting user information (Use the contacts from the scanner) | LDAP server | LDAP (TCP) | 389 |
| | | LDAP SSL/TLS (TCP) | 636 |
| | | LDAP STARTTLS (TCP) | 389 |
| User authentication when collecting user information (When using the contacts from the scanner)<br>User authentication when using the scan to network folder (SMB) from the scanner | KDC server | Kerberos (TCP/UDP) | 88 |
| Controlling WSD | Client computer | WSD (TCP) | 5357 |
| Search the computer when push scanning to an application | Client computer | Network Push Scan Discovery | 2968 |

### When the Sender (Client) is the Client Computer

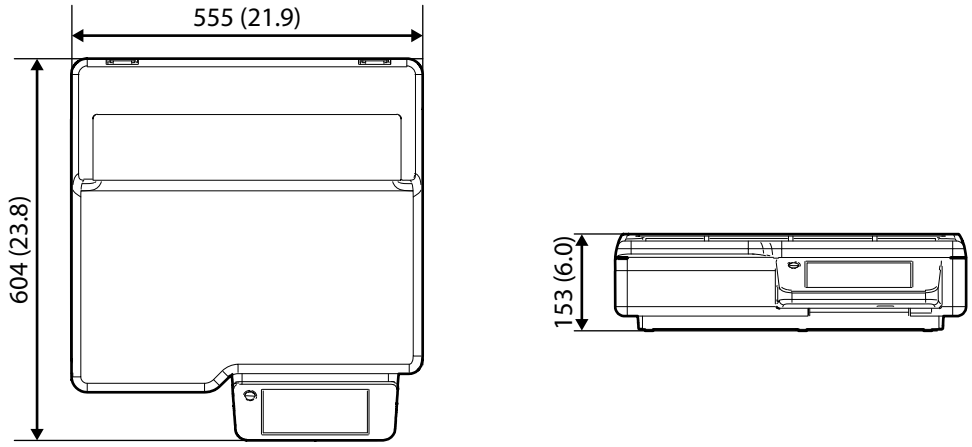
| Usage | Target (Server) | Protocol | Port Number |
|---|---|---|---|
| Discover the scanner from an application such as EpsonNet Config and scanner driver. | Scanner | ENPC (UDP) | 3289 |
| Collect and set up the MIB information from an application such as EpsonNet Config and scanner driver. | Scanner | SNMP (UDP) | 161 |

| Usage | Target (Server) | Protocol | Port Number |
|---|---|---|---|
| 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

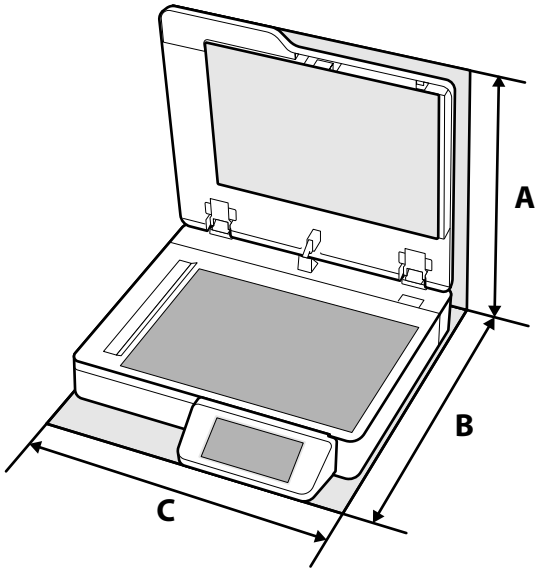
### Dimensions

(unit: mm (inches))



### Installation Space

(unit: mm (inches))




| | |
|---|---|
| A | 644 mm (25.4 in.) |
| B | 608 mm (23.9 in.) |
| C | 555 mm (21.9 in.) |

### Weight

Approx. 11.1 kg (24.5 lb)

# Electrical Specifications

## Electrical Specifications

| | |
|---|---|
| Rated DC Input Power Supply Voltage | DC 24 V |
| Rated DC Input Current | 1.0 A |

| | |
|---|---|
| Power Consumption | USB Connection<br>❏ Operating: Approx. 14 W<br>❏ Ready mode: Approx. 5.1 W<br>❏ Sleep mode: Approx. 0.7 W*<br>❏ Power off: Approx. 0.1 W<br>Wi-Fi Connection<br>❏ Operating: Approx. 15 W<br>❏ Ready mode: Approx. 5.5 W<br>❏ Sleep mode: Approx. 1.2 W*<br>❏ Power off: Approx. 0.1 W<br>Ethernet Connection<br>❏ Operating: Approx. 15 W<br>❏ Ready mode: Approx. 5.2 W<br>❏ Sleep mode: Approx. 0.8 W*<br>❏ Power off: Approx. 0.1 W |

* This is a reference value. Actual power consumption may vary depending on your environment.

***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*

# AC Adapter Electrical Specifications

| | |
|---|---|
| Model | A521H (AC 100-240 V)<br>A522E (AC 220-240 V) |
| Rated Input Current | 1.0 A |
| Rated Frequency Range | 50-60 Hz |
| Rated Output Power Supply Voltage | DC 24 V |
| Rated Output Current | 1.0 A |

***Note:***

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

*http://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.

# Standards and Approvals

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Standards and Approvals for the U.S. and Canadian Models. . . . . .240

Standards and Approvals for Latin American Models. . . . . 241

ZICTA Type Approval for Users in Zambia. . . . . .242

# Standards and Approvals for European Models

**Product and AC adapter**

The following models are 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

J462B

A521H

CE

This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.

If it incorporates a radio transmitting and receiving device that in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

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

| | |
|---|---|
| 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 FCC Rules and RSS-210 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-102 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).

## FCC Compliance Statement

#### For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ❏ Reorient or relocate the receiving antenna.
- ❏ Increase the separation between the equipment and receiver.
- ❏ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ❏ Consult the dealer or an experienced radio/TV technician for help.

#### WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

#### For Canadian Users

CAN ICES (B)/NMB (B)

# Standards and Approvals for Latin American Models

## Aviso para Argentina

Modelo del producto: DS-51000WN (J462B)

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: J462B (DS-51000WN)

Modelo del módulo WLAN: J26H005

Marca: Epson

Nº de homologación IFT: EPEPJ425-000819

## 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-51000WN (J462B)

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

# ZICTA Type Approval for Users in Zambia

See the following website to check the information for ZICTA Type Approval.

https://support.epson.net/zicta/

# Where to Get Help

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# Technical Support Web Site

If you need further help, visit the Epson support website shown below. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

https://support.epson.net/

https://support.epson.com (U.S., Canada, and Latin America)

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

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

# 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.

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

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 label attachment position depends on the product; it may be on the back, the open side of the cover, or the bottom.)

- ❏ 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, network settings may be stored in the product's memory. Due to breakdown or repair of a product, settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering 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://support.epson.com 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://support.epson.com 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 |
| 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 Middle East, Turkey, Africa, Central and West Asia

Please refer to https://www.epson.com/eme 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 South Korea

Customer Support Website

https://www.epson.co.kr/sl/s

#### Without area code

**1566-3515**

Printer, Projector, Label Printer (for Home Use)

**1588-3515**

Large Printer, Large Multifunction Printer, Scanner, Laser Printer, Dot Matrix Printer, Label Printer (for Business Use)

# Help for Users in Australia

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

#### Internet URL

http://www.epson.com.au

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

### Epson Helpdesk

Phone: 1300-361-054

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

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

### Transportation of Product

Epson recommends retaining product packaging for future transportation.

## Help for Users in New Zealand

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

### Internet URL

http://www.epson.co.nz

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

### Epson Helpdesk

Phone: 0800 237 766

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

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

### Transportation of Product

Epson recommends retaining product packaging for future transportation.

## Help for Users in Singapore

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

### World Wide Web

http://www.epson.com.sg

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

#### Epson HelpDesk

Toll Free: 800-120-5564

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

❏ Sales enquiries and product information

❏ Product usage questions or problem troubleshooting

❏ Enquiries on repair service and warranty

## Help for Users in Thailand

Contacts for information, support, and services are:

#### World Wide Web

http://www.epson.co.th

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

#### Epson Call Centre

Phone: 66-2460-9699

Email: support@eth.epson.co.th

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

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

## Help for Users in Vietnam

Contacts for information, support, and services are:

#### Epson Service Center

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

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

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

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

## Help for Users in Indonesia

Contacts for information, support, and services are:

#### World Wide Web

http://www.epson.co.id

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Hotline

Phone: 1500-766 (Indonesia Only)

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

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

❏ Sales enquiries and product information

❏ Technical support

## Help for Users in Hong Kong

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

### Internet Home Page

http://www.epson.com.hk

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

❏ Product information

❏ Answers to Frequently Asked Questions (FAQs)

❏ Latest versions of Epson product drivers

### Technical Support Hotline

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

Phone: 852-2827-8911

Fax: 852-2827-4383

## Help for Users in Malaysia

Contacts for information, support, and services are:

### World Wide Web

http://www.epson.com.my

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair services and warranty

**Epson Malaysia Sdn Bhd (Head Office)**

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

# Help for Users in India

Contacts for information, support, and services are:

**World Wide Web**

http://www.epson.co.in

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

**Toll Free Helpline**

For Service, Product information or to order consumables -

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

**Email**

calllog@epson–india.in

**WhatsApp**

+91 96400 00333

# Help for Users in the Philippines

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

**World Wide Web**

http://www.epson.com.ph

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

**Epson Philippines Customer Care**

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

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

Metro Manila: +632-8441-9030

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

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

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

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

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

**Epson Philippines Corporation**

Trunk Line: +632-8706-2609

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