

**ES-400/ES-500W/ES-500WR
User's Guide**

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ES-400/ES-500W/ES-500WR User's Guide

Welcome to the ES-400/ES-500W/ES-500WR *User's Guide*.

For a printable PDF copy of this guide, [click here](#).

If you have not already done so, you can download the Epson ScanSmart software for use with your scanner. Visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product. Then select the software on the **Downloads** tab.

For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.

Scanner Basics

See these sections to learn about the basic features of your scanner.

[Scanner Parts Locations](#)

[Changing the Power Off and Sleep Timer Settings](#)

Scanner Parts Locations

See these sections to identify the parts on your scanner.

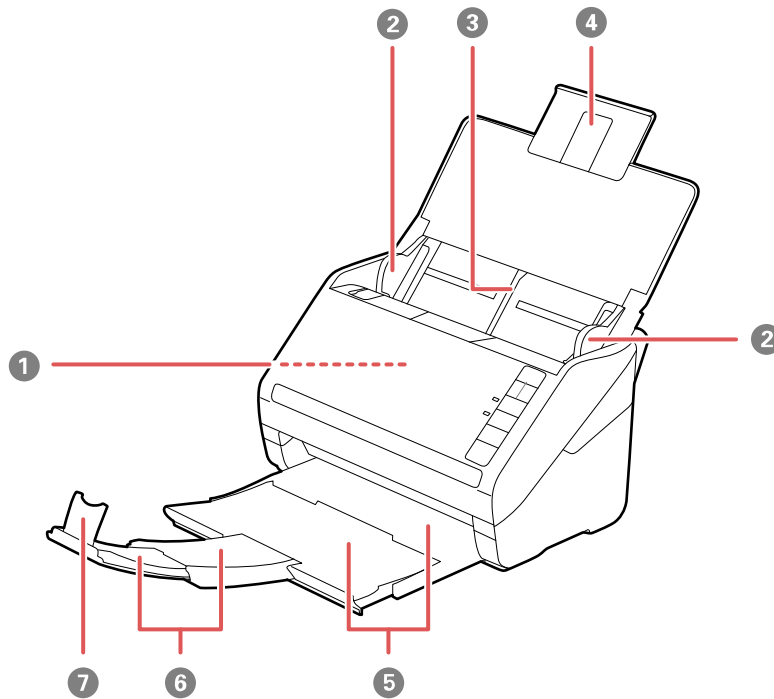
[Scanner Parts](#)

[Scanner Buttons and Lights](#)

[User Replaceable Epson Scanner Parts and Accessories](#)

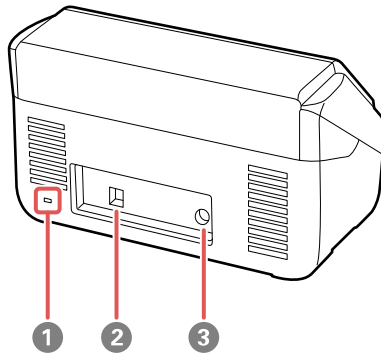
Parent topic: [Scanner Basics](#)

Scanner Parts



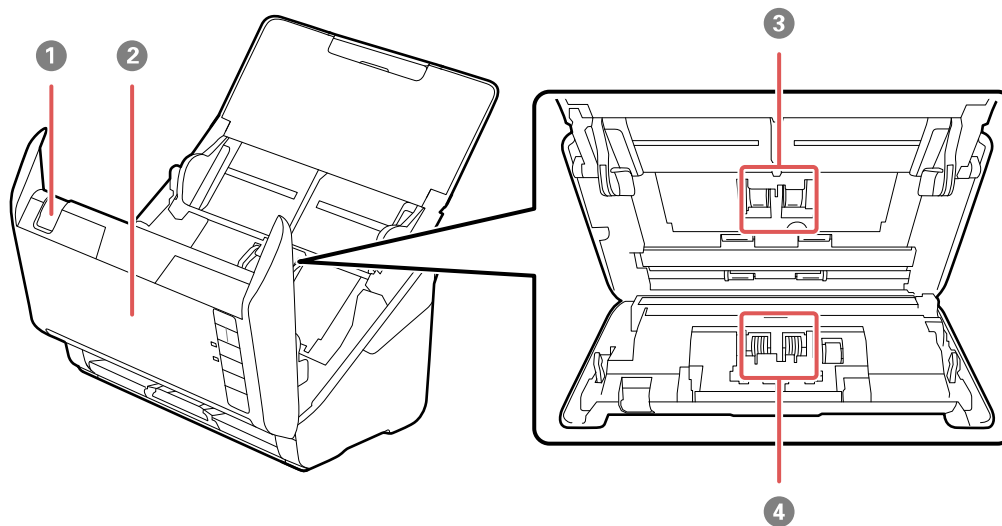
Note: The illustrations show the ES-500W/ES-500WR, but the parts are the same for the ES-400.

- 1 ADF (Automatic Document Feeder)
- 2 Edge guides
- 3 Input tray
- 4 Input tray extension
- 5 Output tray
- 6 Output tray extensions
- 7 Stopper

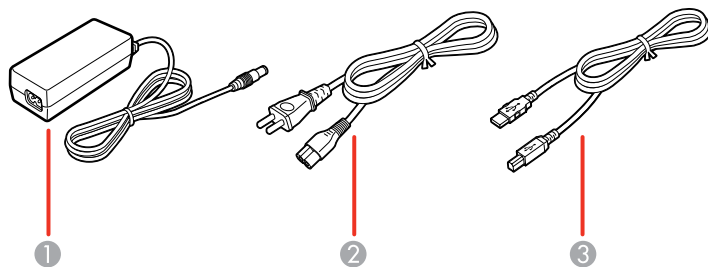


- 1 Kensington security slot
- 2 USB port

3 Power inlet



- 1 Cover open lever
- 2 Scanner cover
- 3 Pickup rollers
- 4 Separation rollers



- 1 AC adapter

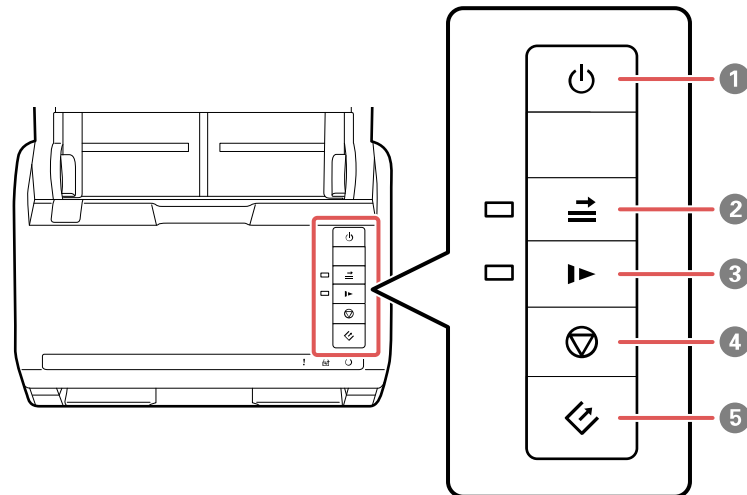
- 2 Power cord
- 3 USB cable






Parent topic: [Scanner Parts Locations](#)

Scanner Buttons and Lights

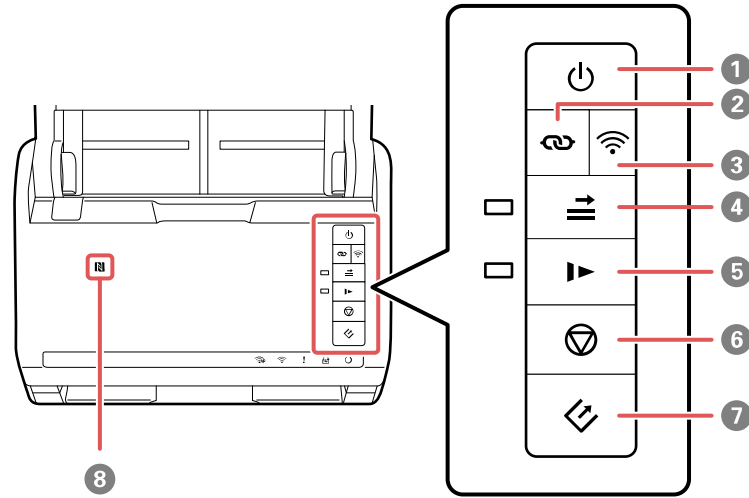
Buttons

ES-400



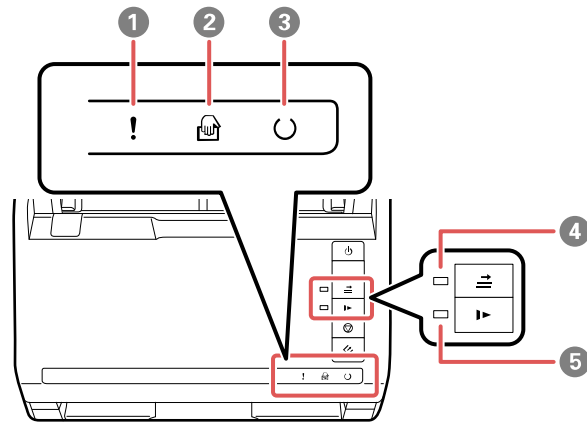
- 1  power button
- 2  double feed detection skip button
- 3  slow mode button
- 4  stop button
- 5  start button





ES-500W/ES-500WR



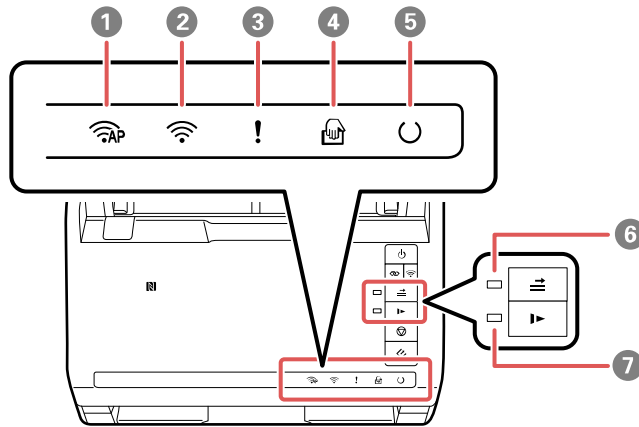
- 1  power button
- 2  Wi-Fi connect button
- 3  Wi-Fi button
- 4  double feed detection skip button
- 5  slow mode button
- 6  stop button
- 7  start button
- 8  NFC tag








Lights
ES-400



- 1 ! error light
- 2  automatic feeding mode light
- 3  ready light
- 4  double feed detection skip light
- 5  slow mode light

ES-500W/ES-500WR



- 1  AP mode light
- 2  Wi-Fi light
- 3  ! error light
- 4  automatic feeding mode light
- 5  ready light
- 6  double feed detection skip light
- 7  slow mode light

Parent topic: [Scanner Parts Locations](#)

User Replaceable Epson Scanner Parts and Accessories

You can purchase genuine Epson accessories at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean sales). You can also purchase accessories 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.



Part	Part number
Carrier sheet	B12B819051
Roller assembly kit	B12B819031

Part	Part number
Cleaning kit	B12B819291
Network Interface Unit	B12B808441
Flatbed scanner dock (ES-400 only)	B12B819001
Epson Perfection V19 (for use with scanner dock)	B11B231201
Epson Perfection V39 (for use with scanner dock)	B11B232201

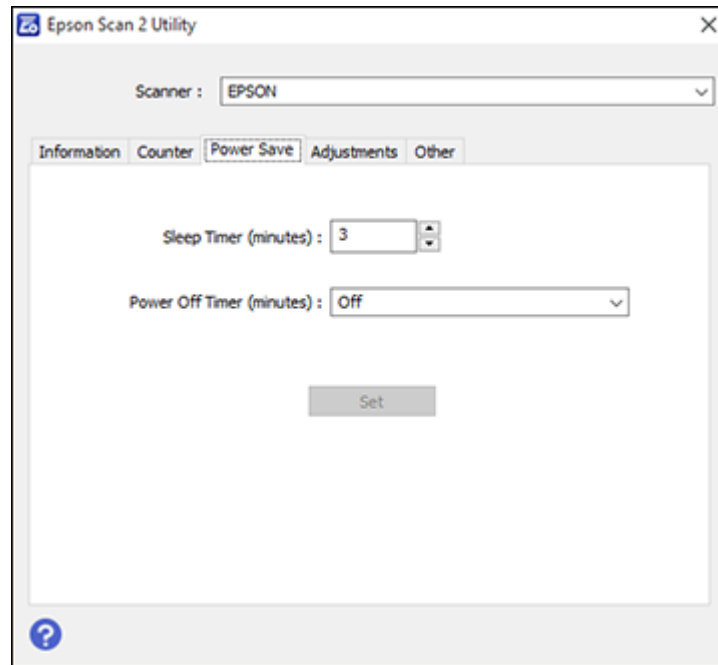
Parent topic: [Scanner Parts Locations](#)

Changing the Power Off and Sleep Timer Settings

You can use the Epson Scan 2 Utility to change the time period before the scanner enters sleep mode and turns off automatically.

- Do one of the following to access the Epson Scan 2 Utility:
 - Windows 10:** Click  and select **EPSON > Epson Scan 2 Utility**.
 - Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.

2. Click the **Power Save** tab.



3. Select the length of time after which you want the scanner to go to sleep as the **Sleep Timer** setting.
4. Select the length of time after which you want the scanner to automatically turn off when not in use as the **Power Off Timer** setting.
5. Click **Set** to save the settings.
6. Close the Epson Scan 2 Utility.

Parent topic: [Scanner Basics](#)

Loading Originals

Follow the instructions here to load your originals into the scanner.

Note: The illustrations show the ES-500W/ES-500WR, but the steps are the same for the ES-400.

[Loading Originals in the Input Tray](#)

[Loading Plastic and Laminated Cards in the Input Tray](#)

[Loading Special Originals](#)

Loading Originals in the Input Tray

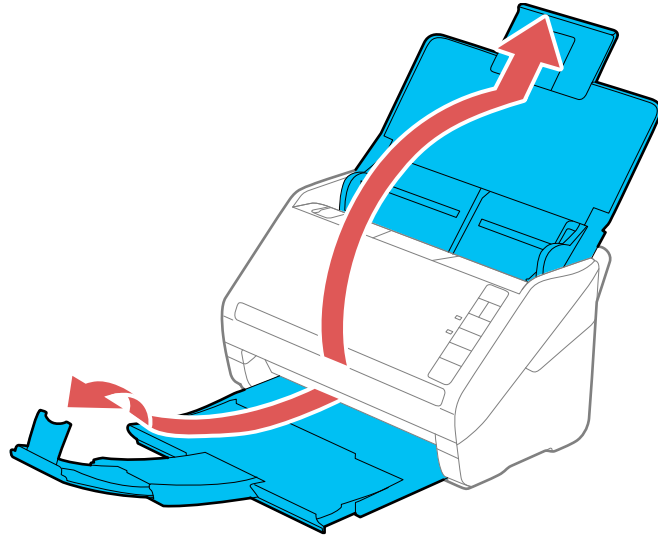
You can load originals that meet the document specifications in the input tray.

Caution: Do not load photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet.

The steps below describe loading originals of the same size. To load originals of multiple sizes at once, see the link at the end of these steps.

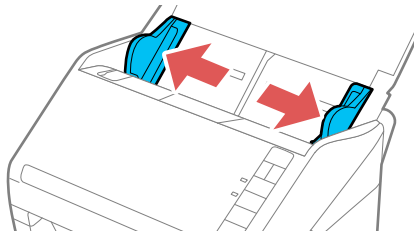
1. Open the input tray and pull up its extension.

2. Pull out the output tray and its extension, and open the stopper.



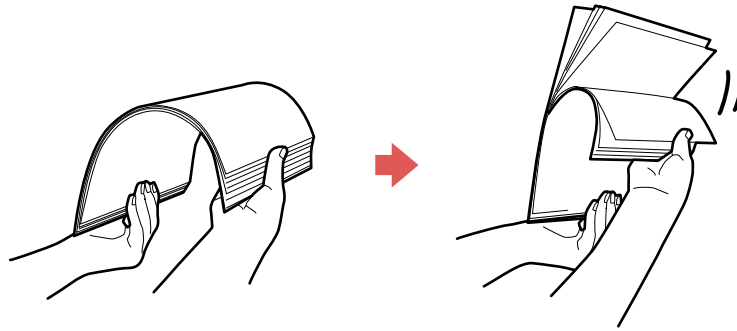
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

3. Slide the input tray edge guides all the way out.

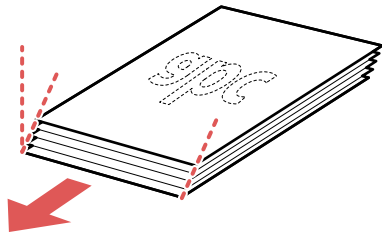


4. If you are loading a multi-page original, fan your stack of originals.

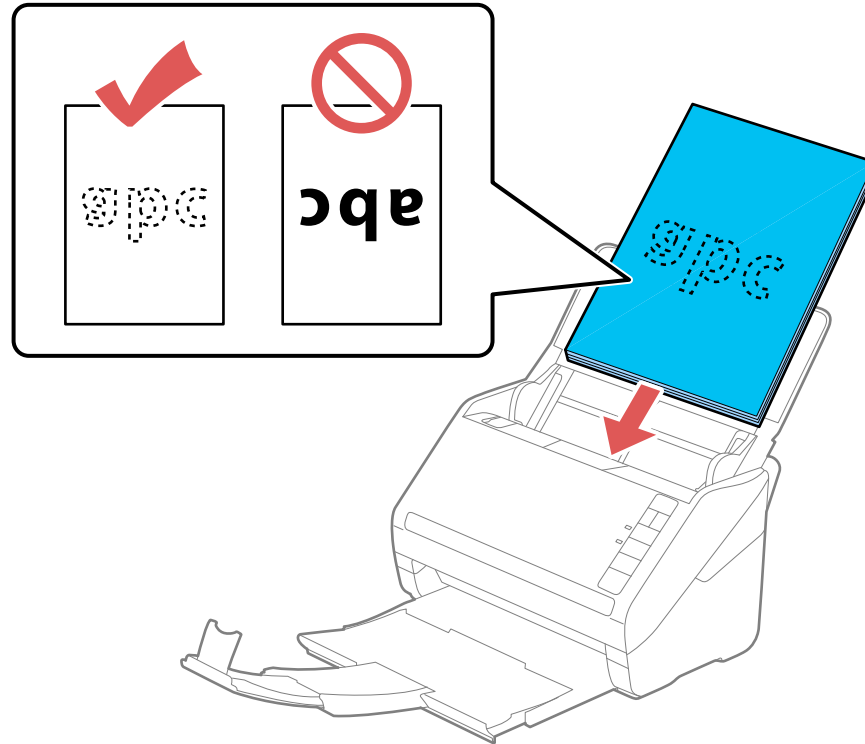
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, load only one sheet at a time.



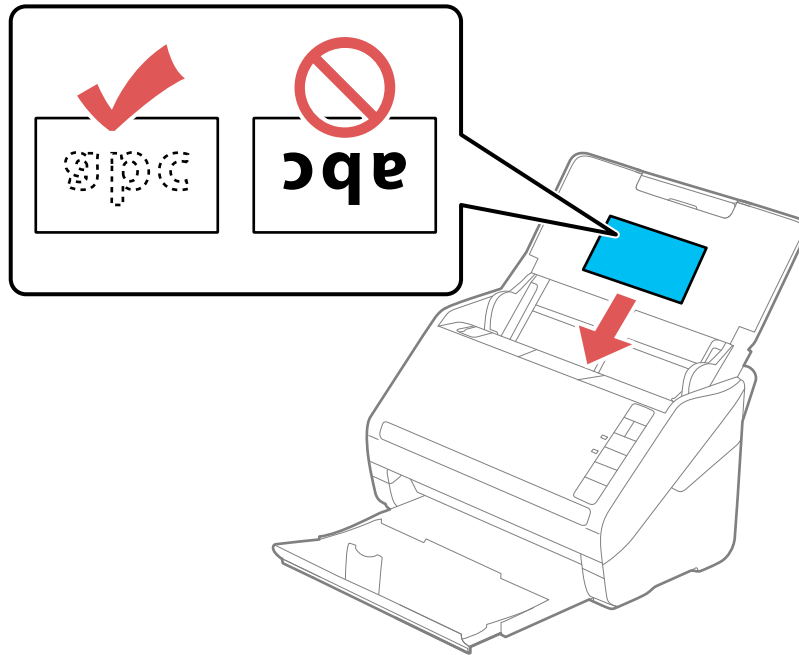
5. Stack the originals with the printed side facing down and slide the stack so the leading edge is at an angle as shown.



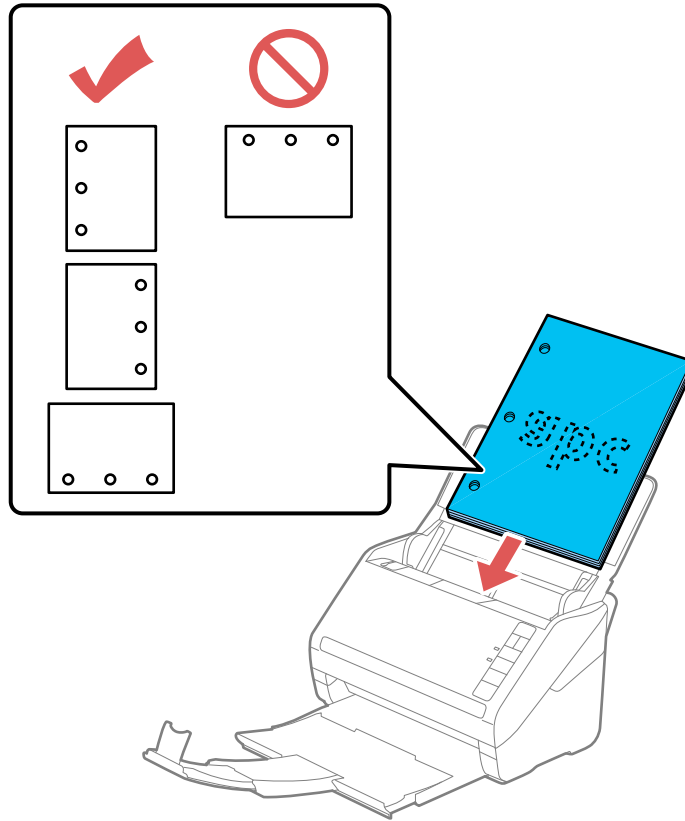
6. Load standard originals into the input tray printed side down and top edge first, and guide them in until they meet resistance.



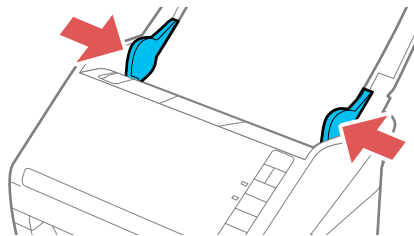
- If you are loading paper business cards, load up to 15 cards printed side down and long edge first into the input tray horizontally, and slide them in until they meet resistance.



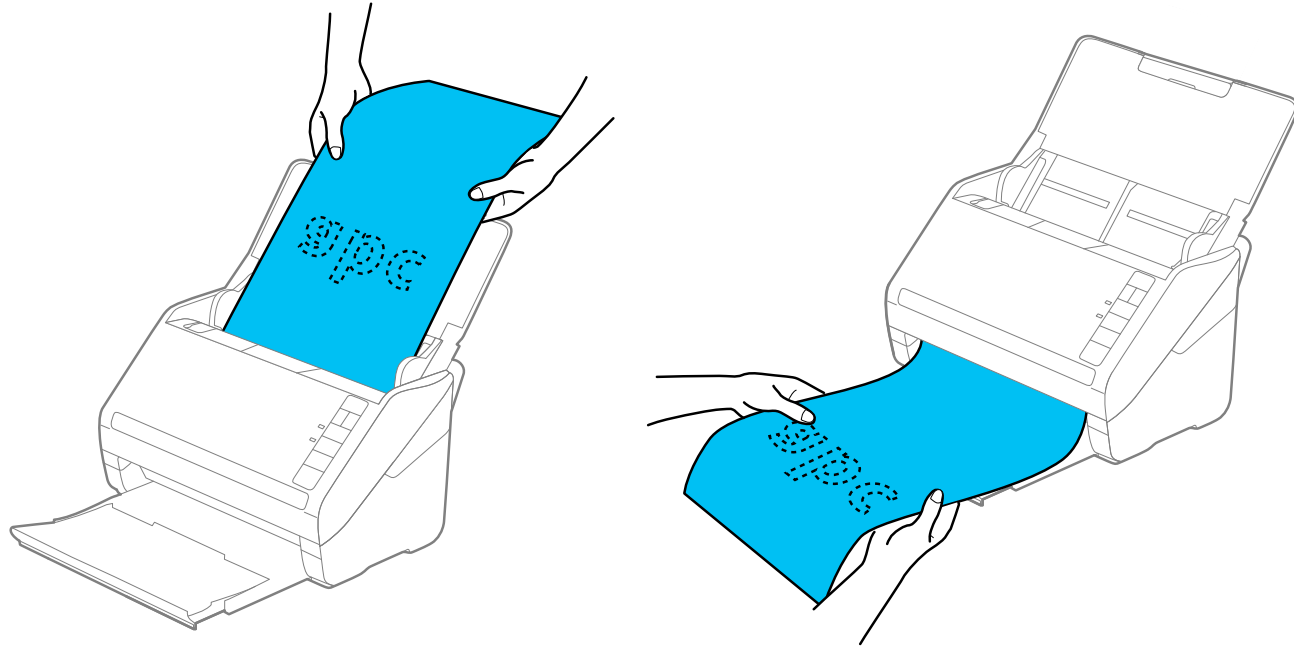
- If you are loading hole-punched originals, load them with the holes facing down or to the side as shown. The holes must be within 1.2 inches (30 mm) of the edge of the originals.



7. Slide the edge guides against the edges of the original.




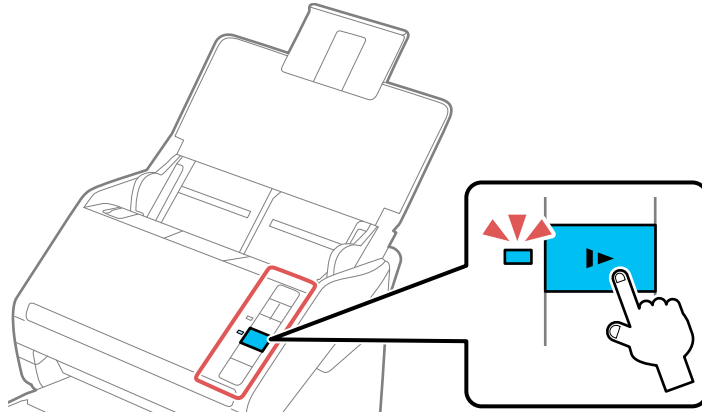
Note: If you are scanning originals that are 15.5 inches (393.8 mm) or longer, support the original as it enters into and ejects from the scanner as shown.



8. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

Note: If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

If scanning thin or wrinkled paper causes paper jams, press the  slow mode button once before scanning to slow down the feeding speed; press it again to return to normal speed.



[Loading Multiple Sizes of Originals in the Input Tray](#)
[Original Document Specifications](#)

Parent topic: [Loading Originals](#)

Related references

[Original Document Specifications](#)

Related topics

[Scanning](#)

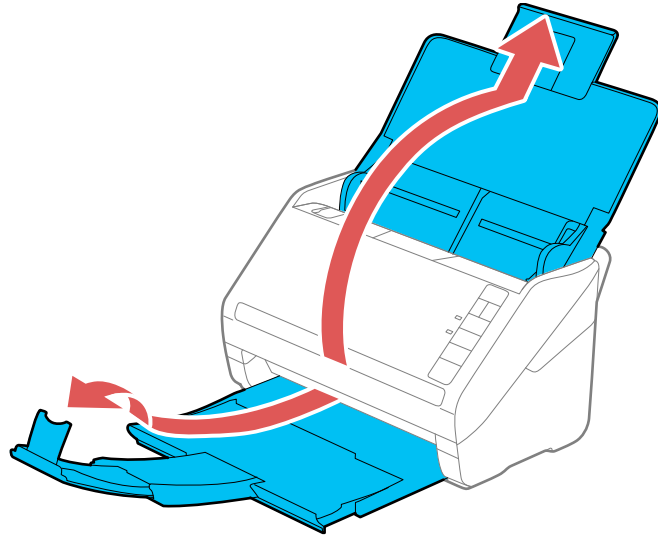
Loading Multiple Sizes of Originals in the Input Tray

You can load originals of different sizes, paper types, and thicknesses at one time in the input tray. Just make sure they meet the original document specifications.

Caution: Do not load photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet.

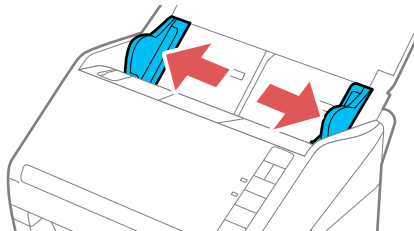
1. Open the input tray and pull up its extension.

2. Pull out the output tray and its extension, and open the stopper.

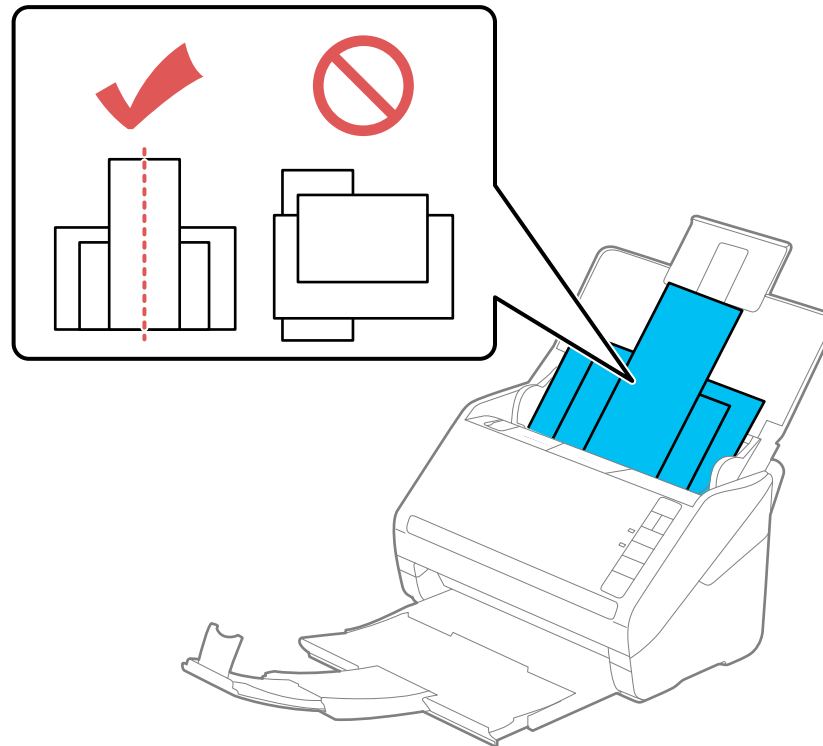


Note: If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

3. Slide the input tray edge guides all the way out.




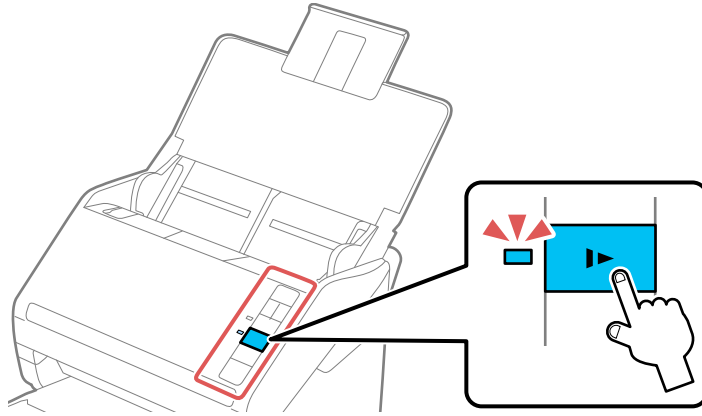
4. Load the originals in the input tray in descending order of paper size with the widest at the back and the narrowest at the front. Slide them in until they meet resistance. Make sure the printed sides are facedown and the top edges are slightly angled in the input tray.



5. Slide the edge guides against the edges of the widest original.
6. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

Note: If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

If scanning thin or wrinkled paper causes paper jams, press the  slow mode button once before scanning to slow down the feeding speed; press it again to return to normal speed.



Parent topic: [Loading Originals in the Input Tray](#)

Original Document Specifications

You can load original documents that meet these specifications in your scanner.

Paper type	Paper size	Paper weight	Loading capacity
Plain paper Fine paper Recycled paper	Letter (8.5 × 11 inches [216 × 279 mm])	7 to 110 lb (27 to 413 g/m ²)	21 lb (80 g/m ²): 50 sheets
	Legal (8.5 × 14 inches [216 × 356 mm])		24 lb (90 g/m ²): 43 sheets
	A4 (8.3 × 11.7 inches [210 × 297 mm])		28 lb (104 g/m ²): 37 sheets
	A5 (5.8 × 8.2 inches [148 × 210 mm])		34 lb (127 g/m ²): 31 sheets
	A6 (4.1 × 5.8 inches [105 × 148 mm])		42 lb (157 g/m ²): 25 sheets
	B5 (7.2 × 10.1 inches [182 × 257 mm])		56 lb (209 g/m ²): 19 sheets
			68 lb (256 g/m ²): 15 sheets
		110 lb (413 g/m ²): 9 sheets	
		Loading capacity may vary depending on the paper type.	
	Width: 2.0 to 8.5 inches (50.8 to 215.9 mm) Height: 15.5 to 240 inches (393.7 to 6096 mm)	13 to 35 lb (50 to 130 g/m ²)	1 sheet
Receipts	With Epson ScanSmart (ES-500WR):		
	<ul style="list-style-type: none"> Receipts scanned at 301 dpi or more: up to 8.5 × 15.5 inches (215.9 × 393.8 mm) Receipts scanned at 300 dpi or less: up to 3.14 × 26 inches (79 × 660 mm) at a width of 3.14 inches (79 mm) or less Receipts scanned at 300 dpi or less: up to 8.5 × 36 inches (215.9 × 914.4 mm) at a width of 3.15 inches (80 mm) or more 		
Paper business cards	Business cards	Up to 56 lb (210 g/m ²)	15 cards loaded horizontally

Note: You can load originals of different sizes, paper types, and thicknesses up to this size: Letter (8.5 × 11 inches [216 × 279 mm]).

Caution: Do not load the following types of originals in the scanner, or they may be damaged or may damage the scanner:

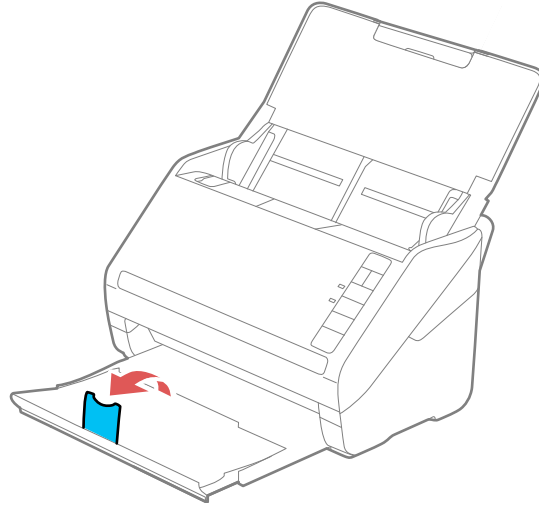
- Thermal paper
- Coated paper
- Originals with uneven surfaces, such as embossed documents
- Photos
- Originals with wet ink
- Ripped, curled, or wrinkled originals
- Originals containing staples or paper clips
- Originals with holes, other than standard hole-punched originals
- Originals that are bound
- Originals with carbon paper backing
- Transparencies
- Glossy originals
- Carbon-less paper
- Perforated originals
- Originals with labels or stickers
- Fabric or other non-paper originals

Parent topic: [Loading Originals in the Input Tray](#)

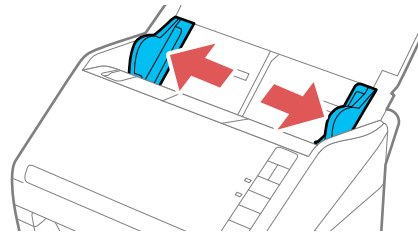
Loading Plastic and Laminated Cards in the Input Tray

You can load plastic and laminated cards that meet the card specifications in the input tray.

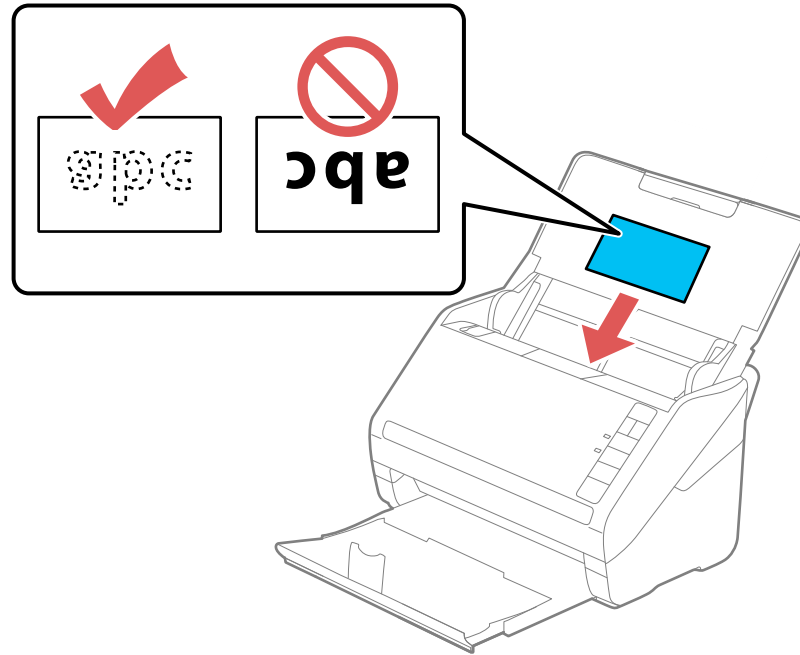
1. Open the input tray, pull out the output tray, and open the stopper. Do not pull out the extensions.



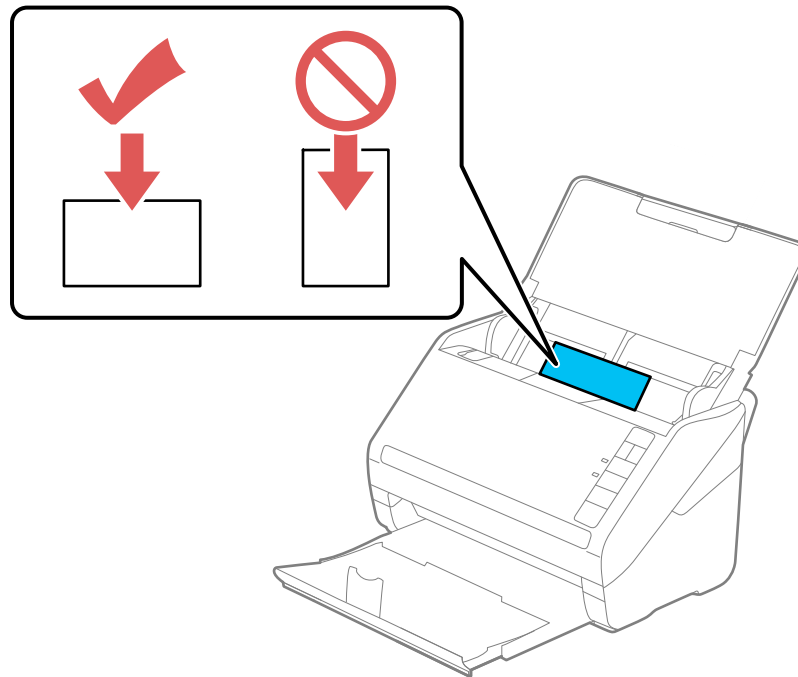
2. Slide the input tray edge guides all the way out.



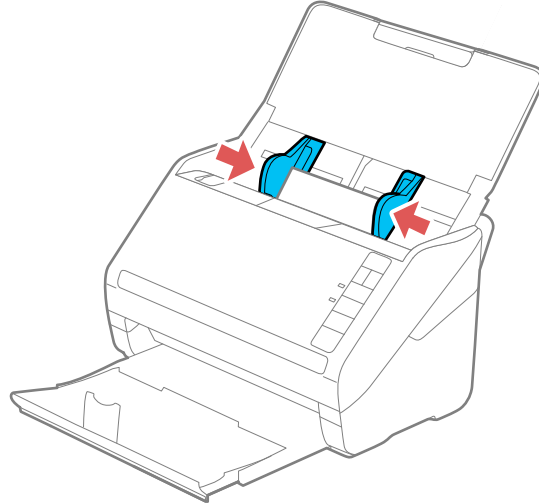
3. Load plastic or laminated cards printed side down and long edge first into the input tray horizontally, and slide them in until they meet resistance.




Note: Do not load plastic cards vertically.

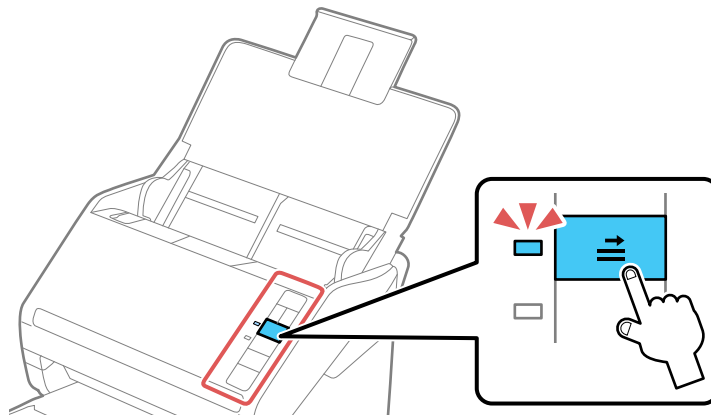


- Slide the edge guides against the edges of the card.



- Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning the cards.

Note: If you do not disable the **Detect Double Feed** setting and a double feed error occurs, remove the plastic or laminated card from the input tray and reload it. Press the  double feed detection skip button to disable the Detect Double Feed feature and scan again.



[Plastic and Laminated Card Specifications](#)

Parent topic: [Loading Originals](#)

Related references

[Plastic and Laminated Card Specifications](#)

Related topics

[Scanning](#)

Plastic and Laminated Card Specifications

You can load original plastic and laminated cards that meet these specifications in your scanner.

Paper type	Paper size	Paper thickness	Loading capacity
Plastic cards, embossed (ISO781A ID-1 compliant)	2.1 × 3.3 inches (54 × 85.6 mm)	0.05 inch (1.24 mm) maximum	1 card (horizontal)
Plastic cards, standard (ISO781A ID-1 compliant)		0.03 inch (0.76 mm) maximum	5 cards (horizontal)
Laminated cards	4.7 × 5.9 inches (120 × 150 mm) or smaller	0.03 inch (0.8 mm) maximum	1 card

Note: Plastic cards with glossy surfaces may not scan properly.

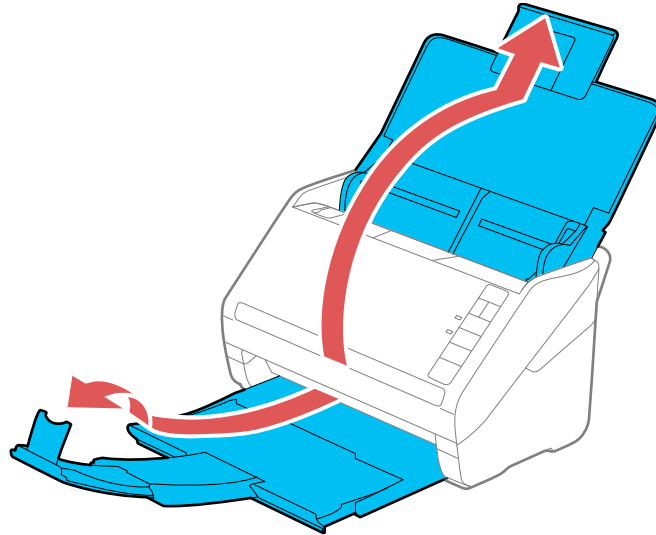
Parent topic: [Loading Plastic and Laminated Cards in the Input Tray](#)

Loading Special Originals

You can load a photo or large, thick, or folded original in the input tray using one or more carrier sheets. You can also load envelopes. Make sure the originals meet the specifications for special originals before loading them.

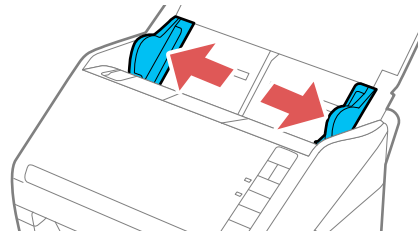
1. Open the input tray and pull up its extension.

2. Pull out the output tray and its extension, and open the stopper.

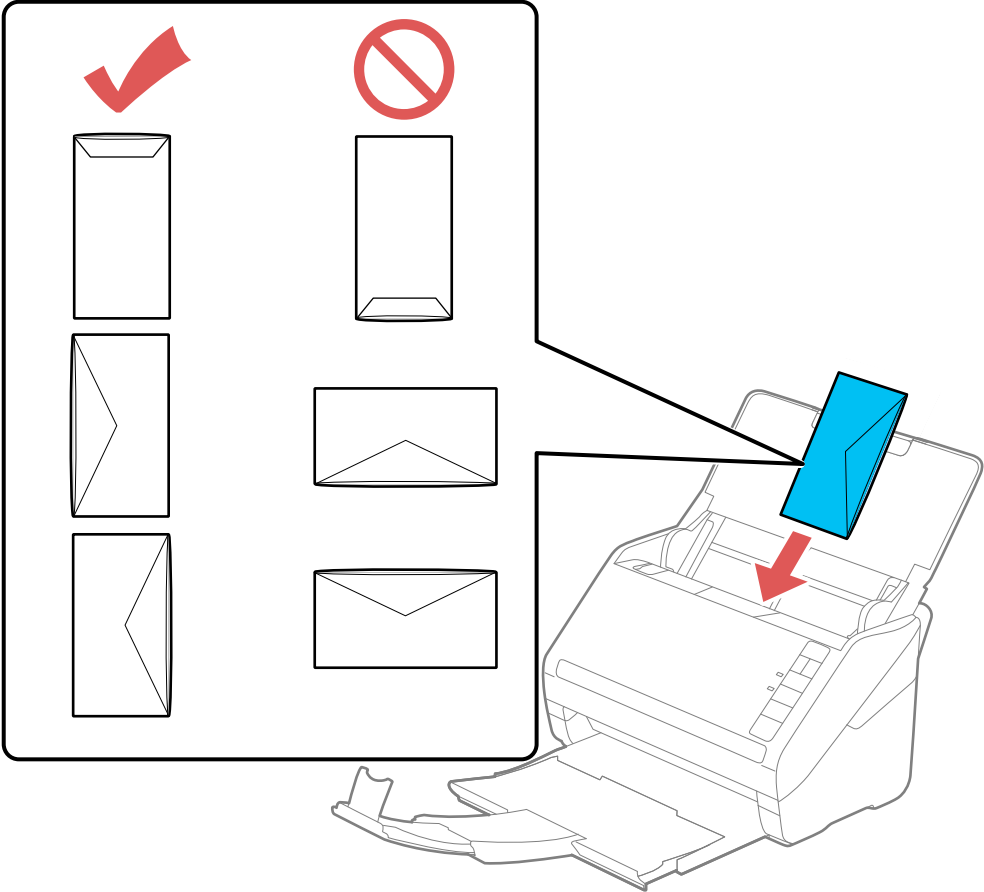


Note: If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

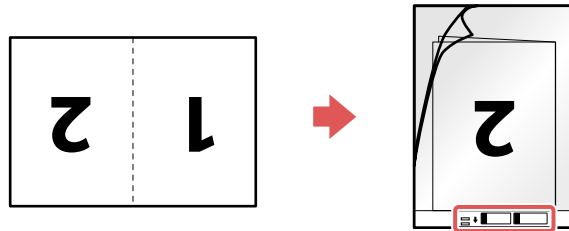
3. Slide the input tray edge guides all the way out.



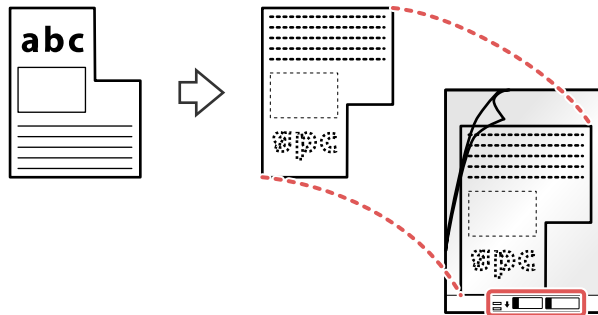
4. Load envelopes vertically in the input tray with the printable side down and the flap facing as shown. Slide in the envelopes until they meet resistance.



5. Do one of the following to load a photo, or folded or irregularly shaped originals:
- For a Letter- or A4-size or larger original, fold it as shown and place it in the center of an optional carrier sheet. Make sure the illustration on the front edge of the carrier sheet is facing up.



- For a photo or an irregularly shaped original, load it in the center of an optional carrier sheet with the printed side face down. Make sure the illustration on the front edge of the carrier sheet is facing up.



6. Load the carrier sheet in the input tray as shown until it meets resistance.

Folded original

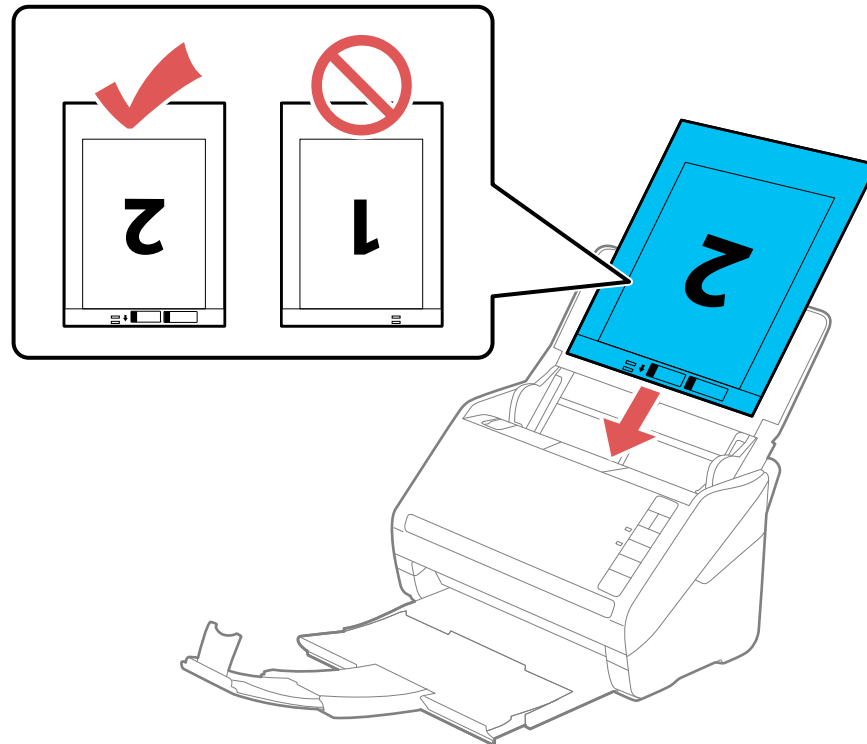
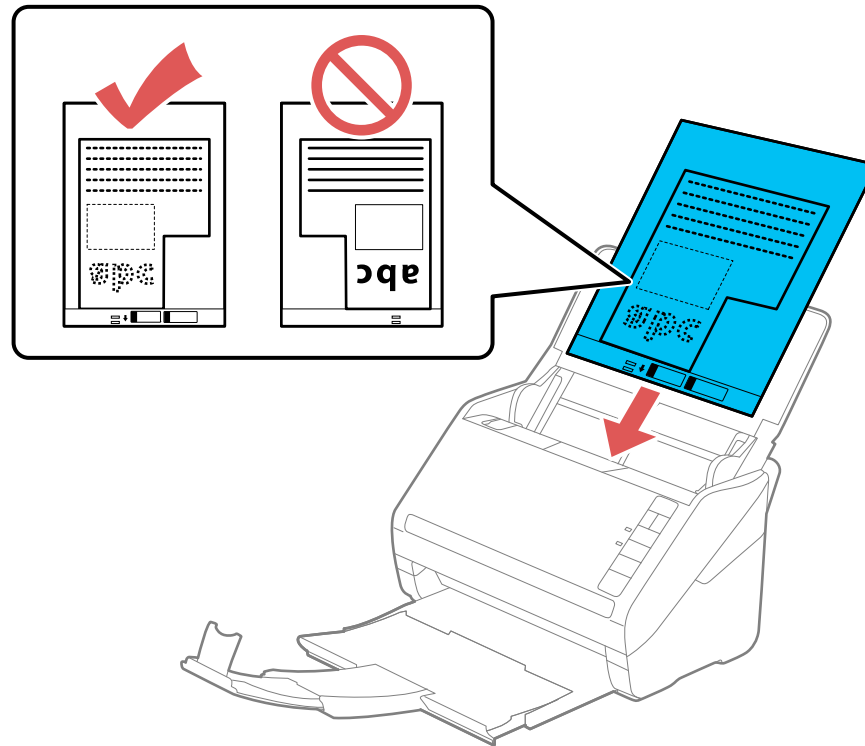
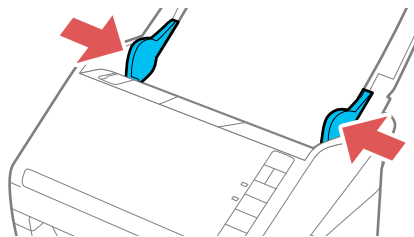


Photo or irregularly shaped original



7. Slide the edge guides against the edges of the original or carrier sheet.



8. Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning special originals.

9. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

Note: If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

[Special Original Specifications](#)

Parent topic: [Loading Originals](#)

Related references

[Special Original Specifications](#)

Related topics

[Scanning](#)

Special Original Specifications

You can load photos, envelopes, or large, thick, or folded originals that meet these specifications in your scanner.

Paper type	Paper size	Paper thickness	Loading capacity
Large originals (plain paper, fine paper, or recycled paper) (load only in a carrier sheet)	Up to this size: A3 (11.7 × 16.5 inches [297 × 420 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	5 carrier sheets
Photos (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	5 carrier sheets
Envelopes	4.49 × 6.38 inches (114 × 162 mm) 4.33 × 8.66 inches (110 × 220 mm)	0.015 inch (0.38 mm) maximum	5 envelopes

Paper type	Paper size	Paper thickness	Loading capacity
Irregularly shaped originals (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	5 carrier sheets

Parent topic: [Loading Special Originals](#)

Wi-Fi Networking

See these sections to use your scanner over a Wi-Fi network.

Note: You can set up network scanning to your scanner through the optional Epson Network Interface Unit (ES-400/ES-500W/ES-500WR) or through a direct connection to your scanner (ES-500W/ES-500WR).

[Network Security Recommendations](#)

[Connecting to an Existing Wi-Fi Network](#)

[Epson DocumentScan App for iOS/Android](#)

[Using the Network Interface Unit](#)

[Disabling Wi-Fi Features](#)

[Restoring Default Network Settings](#)

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

- **Enable security on your wireless LAN**

Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

- **Connect your product only to a network protected by a firewall**

Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

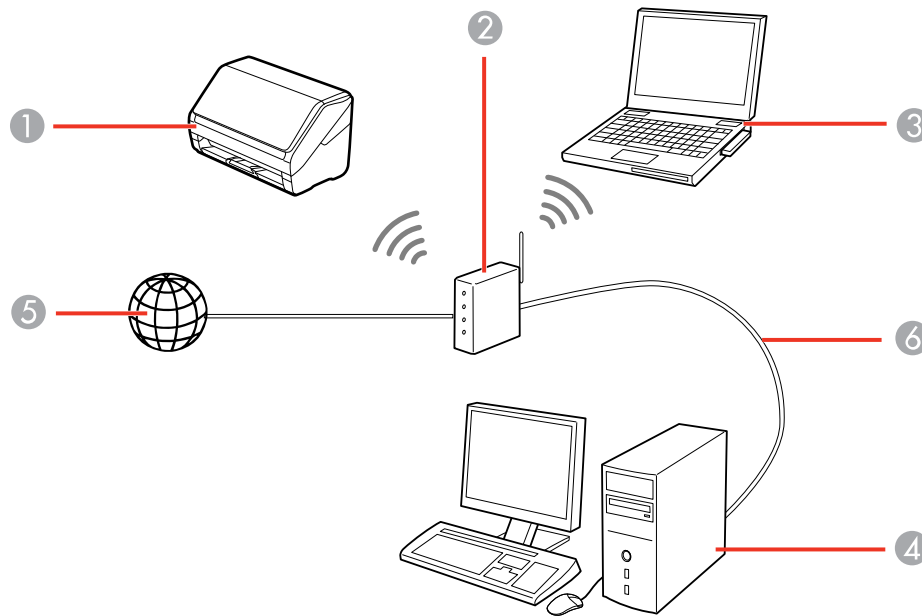
- **Change the default administrator password on your product**

If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: [Wi-Fi Networking](#)

Connecting to an Existing Wi-Fi Network

You can set up your scanner to communicate with your computer using a wireless router. The wireless router can be connected to your computer over a wireless or wired network.



- 1 Epson scanner
- 2 Wireless router
- 3 Computer with a wireless interface
- 4 Computer
- 5 Internet
- 6 Ethernet cable (used only for wired connection to the wireless router)

[Manually Connecting to a Wi-Fi Network](#)

[Wi-Fi Protected Setup \(WPS\)](#)




[Setting Up Network Scanning](#)

Parent topic: [Wi-Fi Networking](#)

Manually Connecting to a Wi-Fi Network

You can manually connect the scanner to a Wi-Fi network by entering the network names (SSIDs) and passwords for your wireless network router and scanner (ES-500W/ES-500WR). You must have a computer with a wireless adapter to set up the connection. Also make sure you have installed the scanner software as described on the scanner *Start Here* sheet.

Note: For best results, re-install your scanner software and follow the on-screen instructions to connect to a network.

1. Make a note of the SSID and password shown on the label on the back of the scanner.
2. Turn on the scanner.
3. Press the  Wi-Fi button on the scanner's control panel.
4. From your computer or device, open the list of wireless networks and select the SSID shown on the scanner label. Then select the connect option.
5. Enter the password shown on the scanner label.
The  AP mode light comes on in blue, indicating an AP mode connection.
6. Connect your computer or device to the wireless network.
Wait for the  Wi-Fi light on the scanner to stop flashing and stay on, indicating that the scanner is connected to the network.
7. Select the link below to set up network scanning. You must set up network scanning to connect your computer and wireless scanner.

Parent topic: [Connecting to an Existing Wi-Fi Network](#)

Related tasks

[Setting Up Network Scanning](#)

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router, you can quickly connect your scanner to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router. If there is no hardware button, there may be a WPS setting in the software for the device. Check your network product documentation for details.

[Using WPS to Connect to a Network](#)

[Using WPS PIN Mode to Connect to a Network](#)

Parent topic: [Connecting to an Existing Wi-Fi Network](#)

Using WPS to Connect to a Network



If you have a WPS-enabled wireless router, you can use Wi-Fi Protected Setup (WPS) to connect your scanner to the network (ES-500W/ES-500WR). Make sure you have installed your scanner software as described on your scanner *Start Here* sheet.

Note: For best results, re-install your scanner software and follow the on-screen instructions to connect to a network.




1. Open the scanner's input tray.
2. Enable WPS on your router by pressing and holding the **WPS** button on your wireless router until the security light flashes or by enabling the WPS setting in your router firmware.


The router enters WPS discovery mode for 2 minutes.

Note: If you cannot locate the WPS button, or there are no buttons on the router or access point, see the documentation provided with your router for details.

3. Press and hold the  Wi-Fi connect button on the scanner for at least 3 seconds, then release it when the  Wi-Fi light flashes blue.

Note: If you do not complete this step within 2 minutes, repeat steps 1 through 3.

The  Wi-Fi and  AP mode lights flash alternately while establishing the connection. When the  Wi-Fi light on the scanner stays on, the scanner is connected to the network.

Note: If the ! error light turns on, the connection failed. Press the  stop button to clear the error, restart the scanner and router, and repeat these steps.

4. Select the link below to set up network scanner. You must set up network scanning to connect your computer and wireless scanner.




Parent topic: [Wi-Fi Protected Setup \(WPS\)](#)

Related tasks

[Setting Up Network Scanning](#)

Using WPS PIN Mode to Connect to a Network




If you have a WPS-enabled wireless router that supports PIN mode, you can use Wi-Fi Protected Setup (WPS) PIN mode to connect your scanner to the network (ES-500W/ES-500WR).


1. Open the scanner's input tray.
2. Press and hold the  Wi-Fi button and the  Wi-Fi connect button on the scanner simultaneously for at least three seconds, then release them when the  Wi-Fi light flashes blue.

Note: The scanner enters discovery mode for 2 minutes.

3. Use your computer to enter the PIN code **01234565** into the WPS PIN number setting in the wireless router within 2 minutes.

Note: If you do not enter the code within 2 minutes, repeat steps 1 through 3.

The  Wi-Fi and  AP mode lights flash alternately while establishing the connection. When the  Wi-Fi light on the scanner stays on, the scanner is connected to the network.

Note: If the ! error light turns on, the connection failed. Press the  stop button to clear the error, restart the router, and repeat these steps.

4. Select the link below to set up network scanning. You must set up network scanning to connect your computer and wireless scanner.

Parent topic: [Wi-Fi Protected Setup \(WPS\)](#)

Related tasks

[Setting Up Network Scanning](#)



Setting Up Network Scanning

You can set up network scanning to your scanner through the optional Epson Network Interface Unit (ES-400/ES-500W/ES-500WR) or through a direct connection to your scanner (ES-500W/ES-500WR).

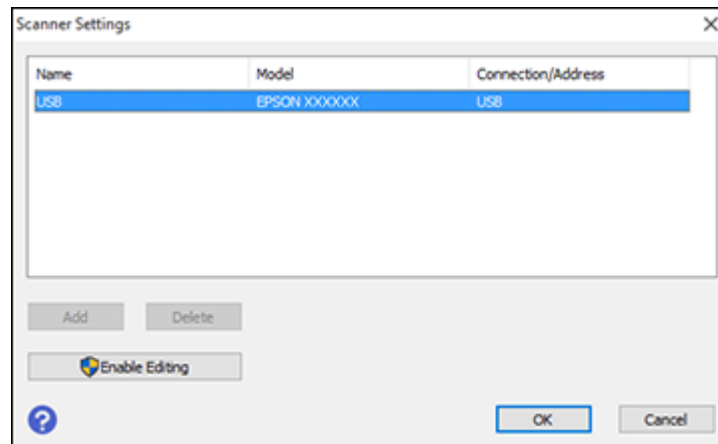
If you are connecting through the optional Epson Network Interface Unit, first connect the unit to your scanner and verify that both are working properly. Then follow the instructions here to set up your computer for network scanning using the Epson Scan 2 Utility.

If you are connecting through a direct connection to your scanner, first manually configure your scanner to connect to your network. Then follow the instructions here to set up your computer for network scanning using the Epson Scan 2 Utility. Your scanner must be turned on and connected to the network.

Note: Make a note of the IP address or host name of the scanner or the optional Epson Network Interface Unit so you can enter it in these steps.

1. Do one of the following to start the Epson Scan 2 Utility:
 - **Windows 10:** Click  > **EPSON** > **Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - **Windows (other versions):** Click  or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.
2. Select **Settings** from the Scanner drop-down list.

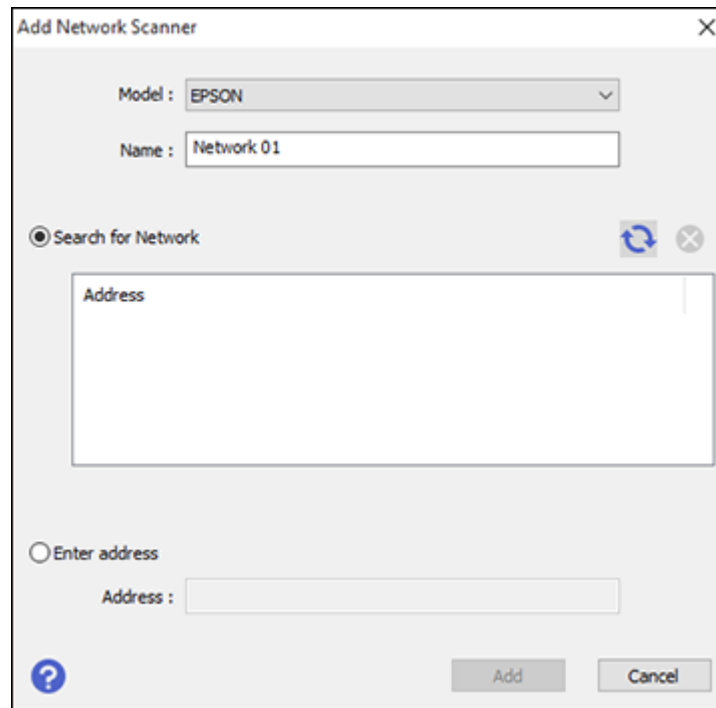
You see a screen like this:



Note: If you see an **Enable Editing** button (Windows) or the lock icon (Mac), click it so that you can modify the scanner settings.

3. Select your scanner and click **Add**.

You see a screen like this:



4. Do one of the following:
 - Under **Search for Network**, select the IP address of your Epson Network Interface Unit or scanner and click **Add**.
 - Select the **Enter address** setting, type in the IP address or host name of your Epson Network Interface Unit or scanner, and click **Add**.
5. Click **OK** to check the connection.
You see a confirmation message.
6. Click **OK** to save your settings and close the Epson Scan 2 Utility.
7. If you are setting up network scanning using the optional Network Interface Unit, see the link below to scan.

[Determining the Scanner's IP Address](#)



Parent topic: [Connecting to an Existing Wi-Fi Network](#)

Related tasks

[Scanning to Network Computers from the Network Interface Unit - Windows](#)

Determining the Scanner's IP Address

If you have multiple scanners on your network, you need to know the IP address of the scanner when setting up network scanning.

1. Do one of the following to start EpsonNet Config:
 - **Windows 10:** Click  > **EpsonNet > EpsonNet Config.**
 - **Windows 8.x:** Navigate to the **Apps** screen and select **EpsonNet Config.**
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EpsonNet > EpsonNet Config > EpsonNet Config.**
 - **Mac:** Open the **Applications** folder and select **Epson Software > EpsonNet > EpsonNet Config > EpsonNet Config.**
2. Locate your scanner in the list and write down the IP address.

Parent topic: [Setting Up Network Scanning](#)

Epson DocumentScan App for iOS/Android

You can use the Epson DocumentScan app to scan from a network scanner to an iOS or Android device over a direct Wi-Fi connection.

For more information about Epson DocumentScan, search for the app on the App Store (iOS) or Google Play (Android).

Parent topic: [Wi-Fi Networking](#)

Using the Network Interface Unit

See these sections to use the optional Epson Network Interface Unit to scan over a network.

Note: You cannot use the Epson Network Interface Unit and flatbed scanner dock options at the same time. You also cannot use a USB and network connection at the same time.

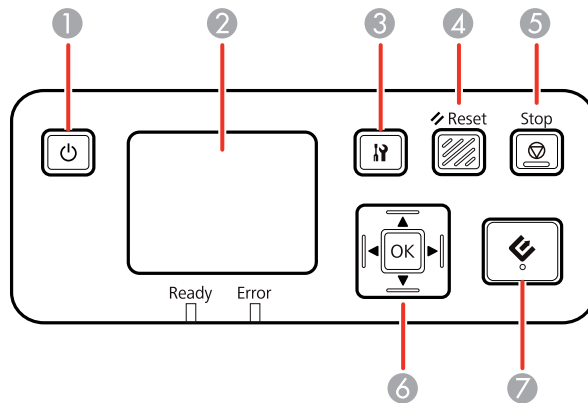
[Network Interface Unit Control Panel](#)

[Connecting the Network Interface Unit](#)

[Scanning to Network Computers from the Network Interface Unit - Windows](#)

Parent topic: [Wi-Fi Networking](#)

Network Interface Unit Control Panel



- 1 power button (turns the unit on and off)
- 2 LCD screen (displays status, operations, and error messages)
- 3 settings button (selects product settings, network settings, and maintenance options)
- 4 **Reset** button (returns the LCD to the default screen)
- 5 **Stop** button (cancels scanning)
- 6 **OK** button and arrows (use the arrows to highlight an option and the **OK** button to select it)
- 7 start button (starts scanning when networking is enabled)

Parent topic: [Using the Network Interface Unit](#)

Connecting the Network Interface Unit

See the documentation that came with the optional Epson Network Interface Unit for instructions on connecting it to your scanner.

After connecting the Epson Network Interface Unit, you need to set up your scanner for network scanning. See the link below.

Parent topic: [Using the Network Interface Unit](#)

Related tasks

[Setting Up Network Scanning](#)

Scanning to Network Computers from the Network Interface Unit - Windows


You can scan to a network computer directly from the Epson Network Interface Unit (Windows). You first set up a scan job in Document Capture Pro and then select the computer you want to send the scanned file to.

Note: If you installed the Epson ScanSmart software (ES-500W/ES-500WR), pressing the **OK** button on the Epson Network Interface Unit starts Epson ScanSmart instead. For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.

Note: Make sure your scan job settings are set up correctly in Document Capture Pro before scanning with the Epson Network Interface Unit.

1. Press the **OK** button on the Epson Network Interface Unit.
2. On the LCD screen of the Epson Network Interface Unit, select the computer you want to send the scanned file to and press the **OK** button.

Note: If your scanner is part of a network group, make sure to set the computer to the same network group or it will not appear on the LCD screen.

3. If you set up a password in Document Capture Pro, enter the password at the prompt.
4. Select a scan job and press the **OK** button on the Epson Network Interface Unit.
5. Press the  start button on the scanner or Epson Network Interface Unit.




Your original is scanned and the file is sent to the computer you selected.

Parent topic: [Using the Network Interface Unit](#)

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection (ES-500W/ES-500WR).







Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for Epson DocumentScan.

Press and hold the  Wi-Fi button on the scanner for at least three seconds to disable the Wi-Fi features. When the  Wi-Fi light and the  AP mode light turn off, Wi-Fi is disabled.

Parent topic: [Wi-Fi Networking](#)

Restoring Default Network Settings

If you need to solve a problem with your network connection, you can restore all network settings to their defaults (ES-500W/ES-500WR).

1. Turn off your scanner.
2. Press and hold the  Wi-Fi button and the  power button until the  Wi-Fi and  AP mode lights turn on. Then release the buttons.
3. Wait until the  Wi-Fi and  AP mode lights flash alternately and then turn off.

The default network settings are restored.

Parent topic: [Wi-Fi Networking](#)

Scanning

You can scan your originals and save them as digital files.

Note: For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.

[Starting a Scan](#)

[Scanning with Document Capture Pro in Standard View](#)

[Scanning with Document Capture Pro in Simple View](#)

[Scanning with Document Capture - Mac](#)

[Scanning in Epson Scan 2](#)

[Scan Resolution Guidelines](#)

[Scanning with NFC from Your Android Device](#)

[Scanning Special Projects](#)

Starting a Scan

After placing your originals on your product for scanning, start scanning using one of these methods.

Note: For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.


[Starting a Scan from a Scanner Button](#)


[Starting a Scan Using the Epson Scan 2 Icon](#)



[Starting a Scan from a Scanning Program](#)


Parent topic: [Scanning](#)


Starting a Scan from a Scanner Button

You can scan using the  start button on your scanner. This automatically starts Document Capture Pro (Windows) or Document Capture (Mac) and the scan job you have assigned to the button.


Note: If you installed the Epson ScanSmart software, pressing the  start button on your scanner starts Epson ScanSmart instead. For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.

Note: If you did not install Epson ScanSmart, make sure Epson Scan 2 and either Document Capture Pro (Windows) or Document Capture (Mac) are installed on the computer connected to the scanner. Document Capture Pro (Windows) and Document Capture (Mac) do not support scanning from the  start button on your scanner over a wireless network (ES-500W/ES-500WR). Launch Epson Scan 2 before scanning from the  start button on your scanner.

1. Make sure the scanner is connected to your computer or network.
2. Load an original in your scanner.
3. Press the  start button.

The scanner starts the job that was assigned to the  start button in Document Capture Pro (Windows) or Document Capture (Mac).

Note: You can view or change the scan settings using Document Capture Pro (Windows) or Document Capture (Mac).

Note: If your scanner is connected to one computer via USB and another computer via wireless, pressing the  start button on the scanner will save the scanned images to the wirelessly connected computer (ES-500W/ES-500WR).


[Adding and Assigning Scan Jobs with Document Capture Pro - Windows](#)
[Assigning Start Button Settings or Scan Jobs - Mac](#)

Parent topic: [Starting a Scan](#)


Related topics


[Loading Originals](#)

Adding and Assigning Scan Jobs with Document Capture Pro - Windows

You can view, change, or add available default scan settings when you scan using the  start button on your product. You do this by accessing the scan jobs in the Document Capture Pro program.

Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

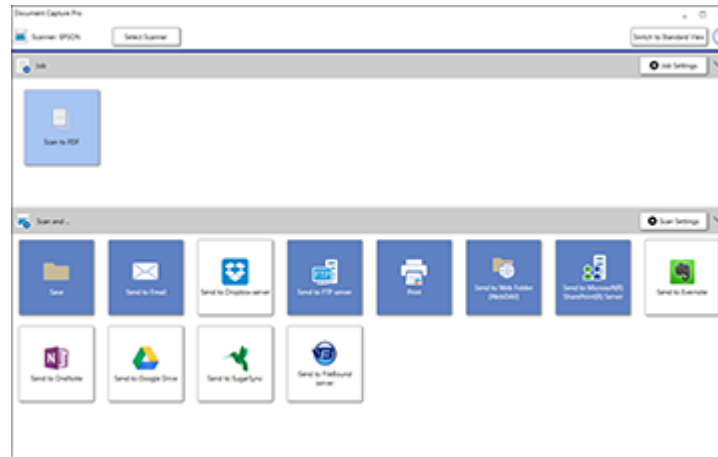
1. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.

- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window.

2. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

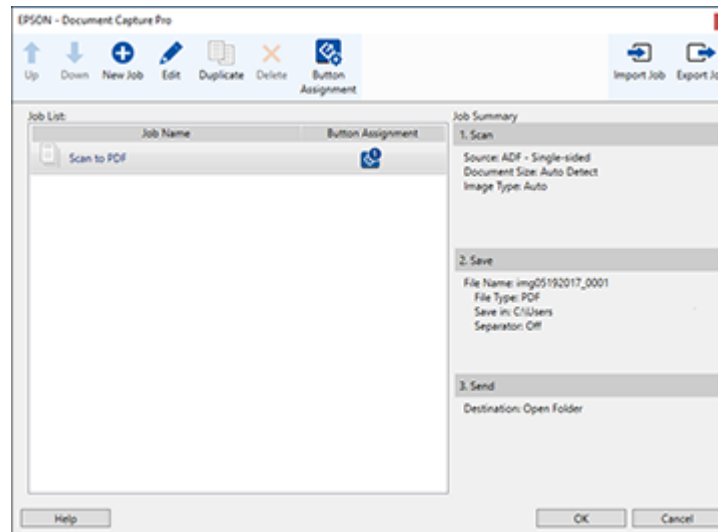
You see a window like this:




3. Click the **Job Settings** button.

Note: If you do not see the button, click the < symbol in the **Job** bar.





You see a window like this:




4. To add a scan job, click the  **New Job** icon, enter a name for the new job, select settings as necessary, and click **OK**.

You can now use the new scan job when you scan with Document Capture Pro.


Note: See the Help information in Document Capture Pro for details.


5. To assign a scan job to the  start button, click the  **Button Assignment** icon.
6. Select the job that you want to assign to the  start button from the  drop-down list.
7. Click **OK**, then click **OK** again.



You can now use the assigned scan job when you scan with the  start button on your product.


Parent topic: [Starting a Scan from a Scanner Button](#)

Assigning Start Button Settings or Scan Jobs - Mac

You can view or change the default scan settings when you scan using the  start button on your scanner. You do this by accessing the scan jobs in the Document Capture program.



Note: If you installed the Epson ScanSmart software, pressing the  start button on your scanner starts Epson ScanSmart instead. For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.


Note: If you did not install Epson ScanSmart, Document Capture Pro (Windows) and Document Capture (Mac) do not support scanning from the  start button on your scanner over a wireless network (ES-500W/ES-500WR). Launch Epson Scan 2 before scanning from the  start button on your scanner.

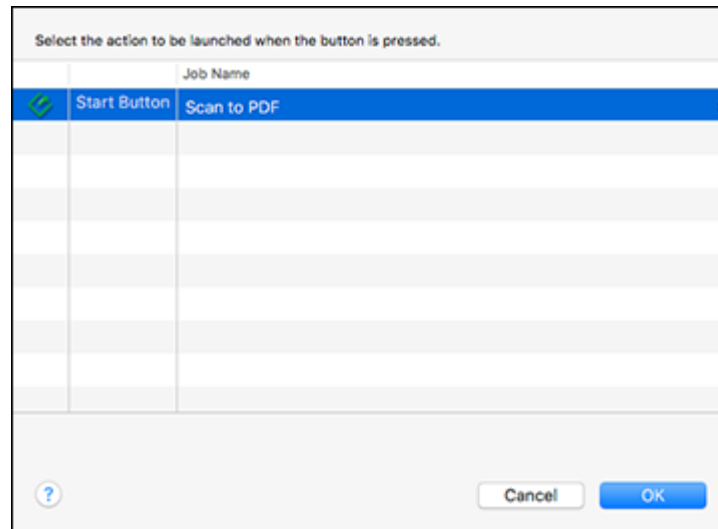
1. Start Document Capture on a computer connected to the product.
2. Click the  Manage Job icon from the toolbar at the top of the window.
You see a window showing the current scan job list.
3. If you want to add a scan job, click **Add** or the **+** icon, enter a name for the new job, select settings as necessary, and click **OK**.

You can now use the new scan job when you scan with Document Capture Pro or Document Capture.

Note: See the Help information in Document Capture for details.

4. If you want to assign a scan job to the  start button, click the  icon at the bottom of the window and click **Event Settings**.

5. Select the job that you want to assign to the  start button.





6. Click **OK**.

Parent topic: [Starting a Scan from a Scanner Button](#)

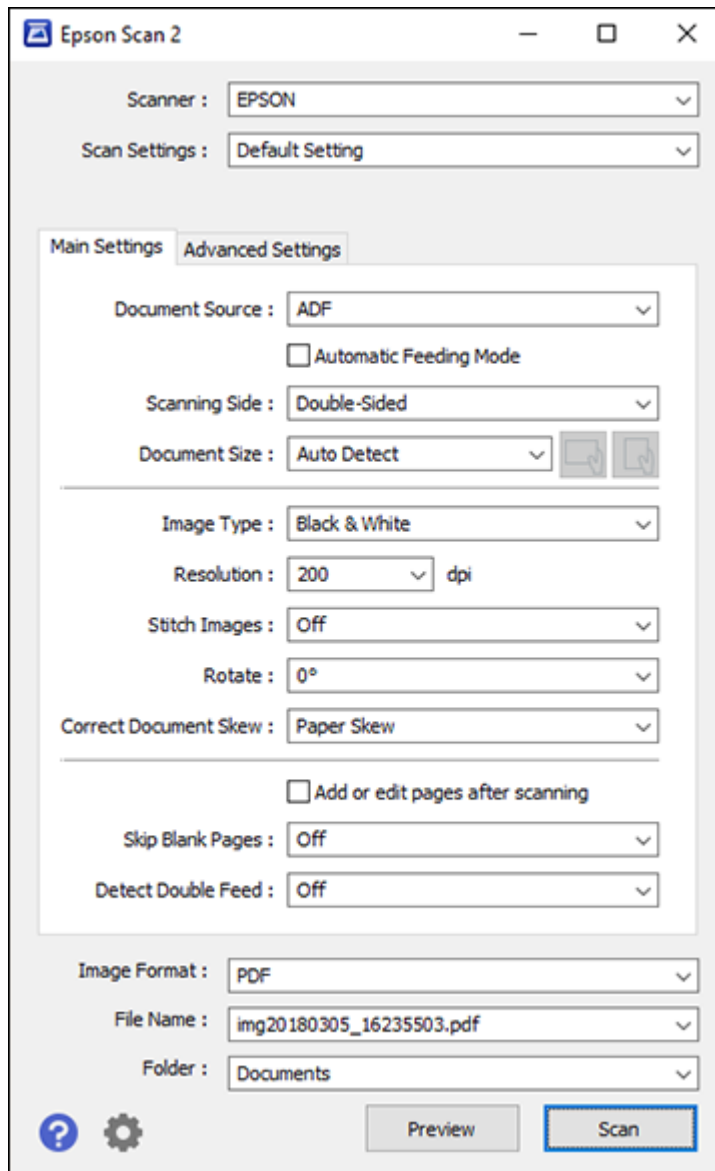
Starting a Scan Using the Epson Scan 2 Icon

You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

- **Windows 10:** Click  and select **EPSON > Epson Scan 2**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2**.
- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON > Epson Scan 2 > Epson Scan 2**.
- **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:



Parent topic: [Starting a Scan](#)

Starting a Scan from a Scanning Program

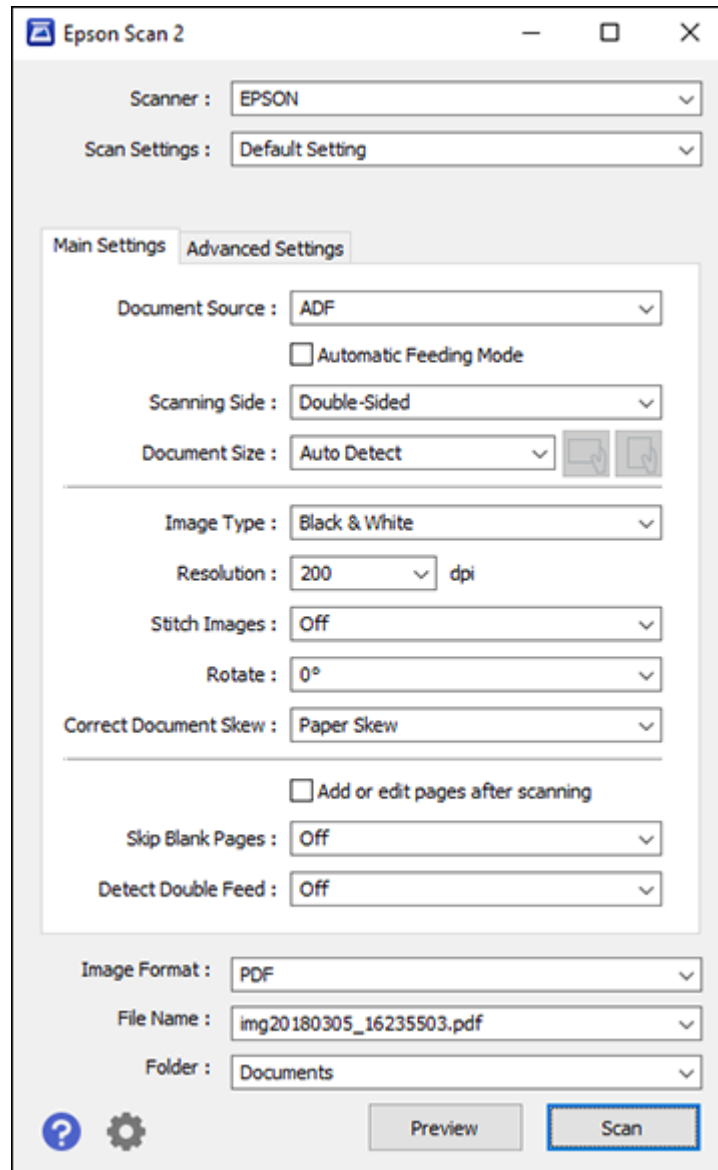
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)
2. Select your product.

Note: In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; it will not work correctly.

You see an Epson Scan 2 window like this:





Parent topic: [Starting a Scan](#)

Scanning with Document Capture Pro in Standard View

You can use Document Capture Pro in Standard View to select settings, preview, and change the scanned file settings as necessary.

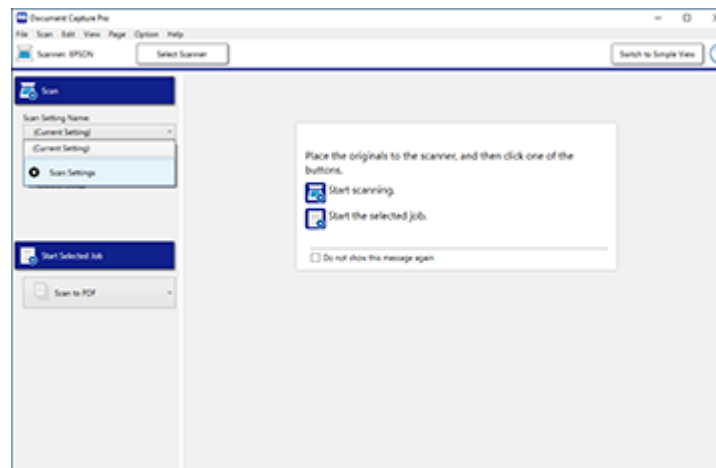
Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window. (You may see a screen asking you to select your scanner first; if you do, select your product.)

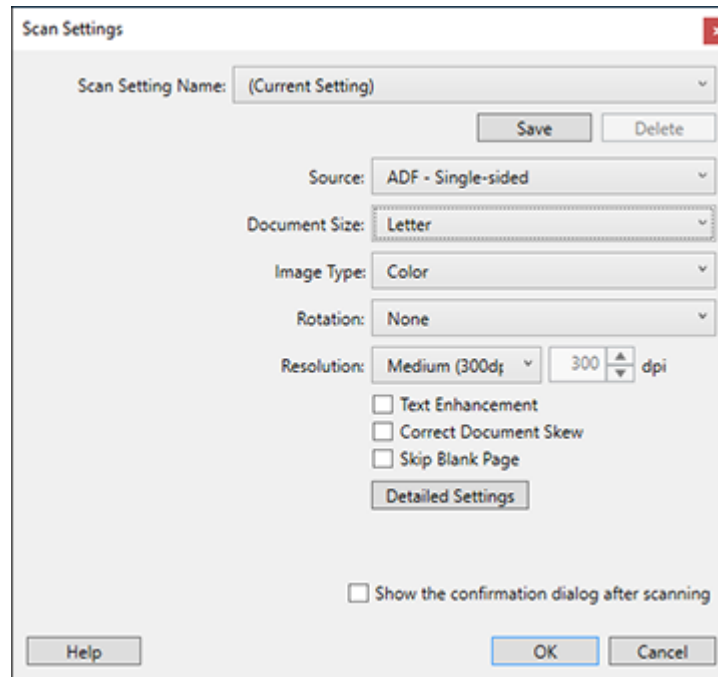
3. If you see a **Switch to Standard View** button in the upper right corner of the window, click it.

You see a window like this:



4. Select **Scan Settings** from the Scan Setting Name list (or select **Scan > Scan Settings** from the menu bar).

You see a window like this:

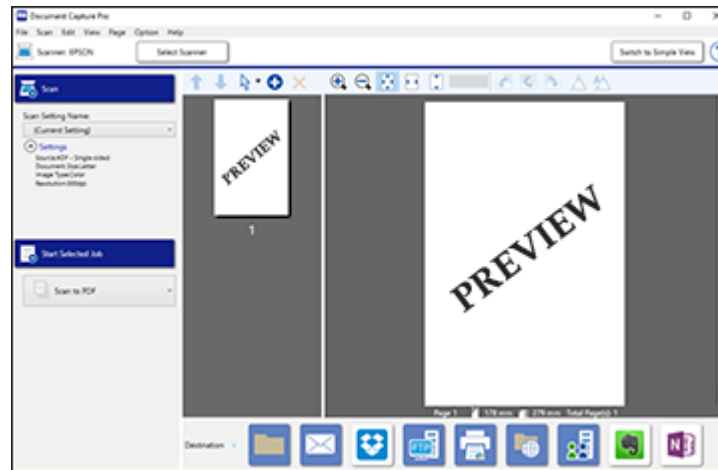


5. Select any displayed settings you want to use and click **OK**.


Note: See the help information in Document Capture Pro for details.

6. Click **Scan**.

You see a preview of your scan in the Document Capture Pro window.



Note: You may have to close the Epson Scan 2 window to view your scan in the Document Capture Pro window.

7. If you would like to scan additional originals and add them to the current captured images, click the  Add Page(s) icon and follow the instructions on the screen.
8. Check the scanned images and edit them as necessary.

Note: See the help information in Document Capture Pro for details.

9. Click one of the Destination icons to choose where to send your scanned files. (If you cannot see all of the icons below, click the arrows next to the icons.)



10. Depending on the destination you chose, click **OK** or **Send** to complete the scan.

Parent topic: [Scanning](#)

Related tasks

[Scanning in Epson Scan 2](#)



Related topics

[Loading Originals](#)

Scanning with Document Capture Pro in Simple View

You can use Document Capture Pro in Simple View to quickly select options and scan.

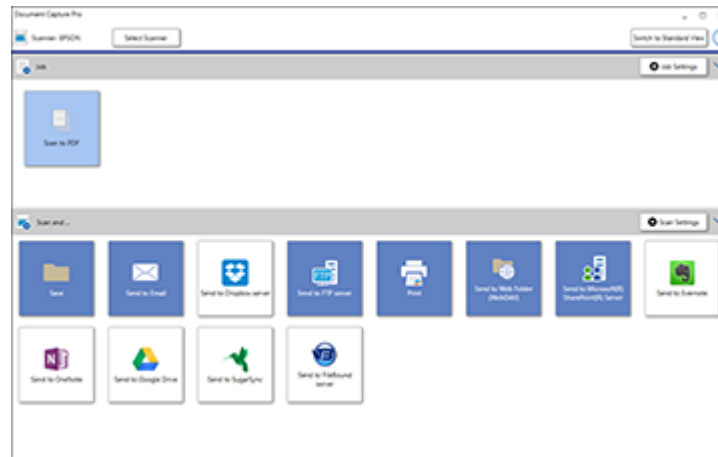
Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window. (You may see a screen asking you to select your scanner first; if you do, select your product.)

3. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

You see a window like this:

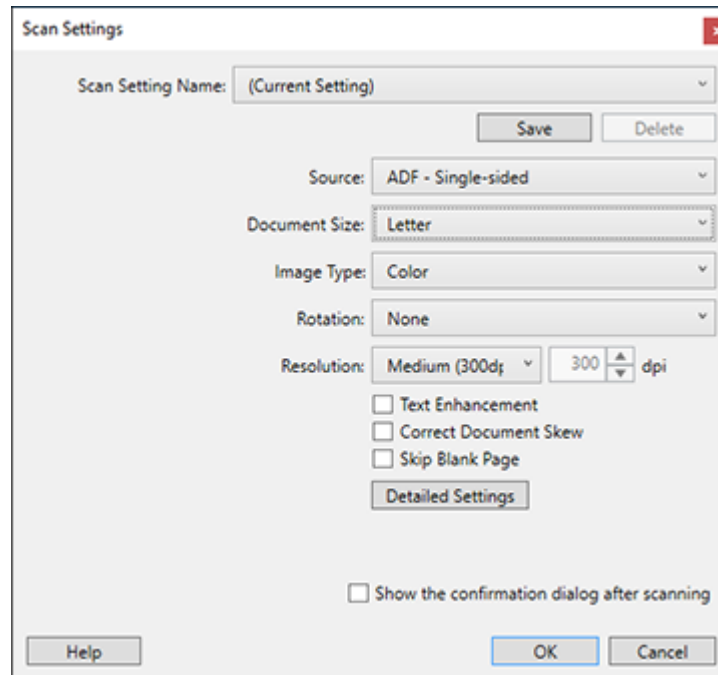


4. Click **Select Scanner** and select your scanner from the scanner list, if necessary.
5. If you want to use a scan job, click one of the job icons in the **Job** section of the window to complete and send your scan with one click.

Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

6. If you want to select scan settings for a particular destination, click the **Scan Settings** button, select any displayed settings you want to use, and click **OK**.

Note: See the help information in Document Capture Pro for details. If you do not see the **Scan Settings** button, click the < symbol in the **Scan and...** bar.



7. Click one of the destination icons in the **Scan and...** section of the window. Your product starts scanning and you see the settings window.
8. Select any destination settings as necessary and click **OK**.

Note: See the help information in Document Capture Pro for details.

9. Confirm your settings and click **OK**.

Parent topic: [Scanning](#)

Related tasks

[Scanning in Epson Scan 2](#)

Related topics

[Loading Originals](#)

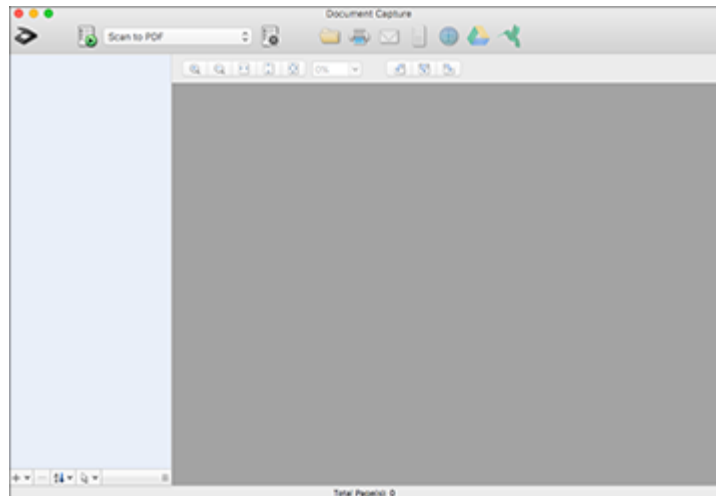
Scanning with Document Capture - Mac

When you scan with Document Capture, the program automatically saves your scanned file on your computer in the folder you specify. You can select settings, preview, and change the scanned file settings as necessary.

Note: The settings may vary, depending on the software version you are using. See the Help information in Document Capture for details.

1. Load your original in the product.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

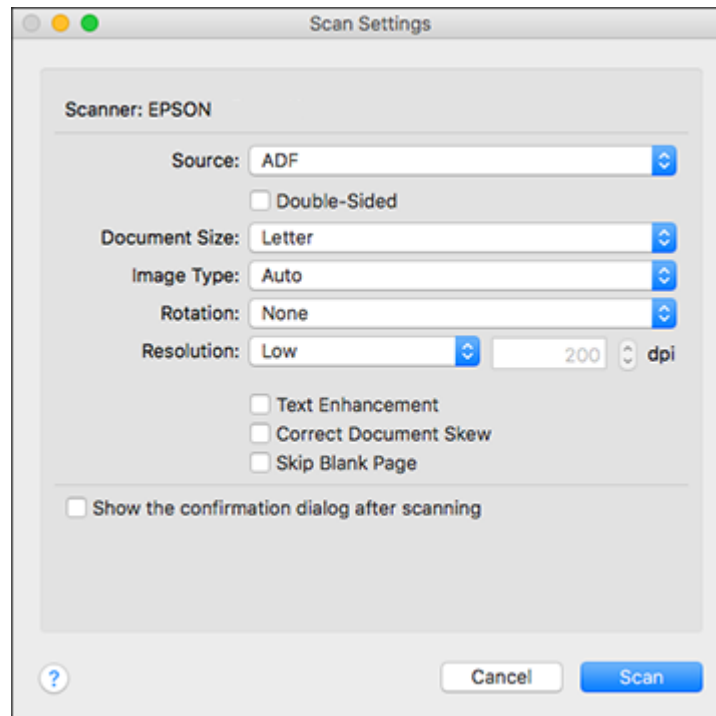
You see a window like this:




Note: You may need to select your scanner from the scanner list.

3. Click the  **Scan** icon.


You see a window like this:



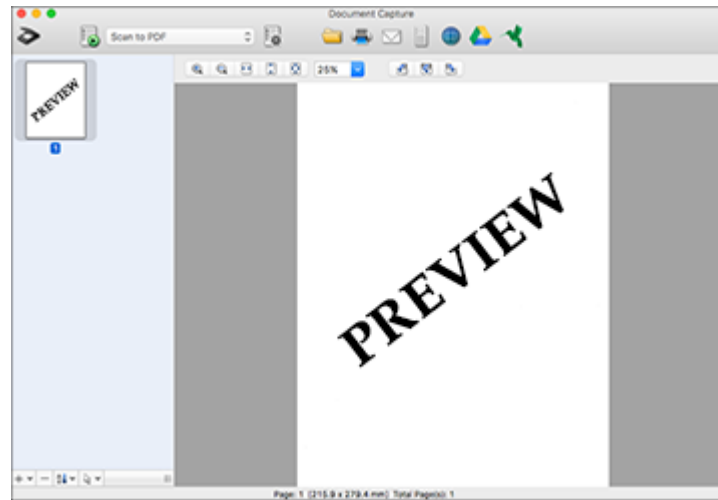
Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the  Start Job button, and skip the rest of these steps.

4. Select any displayed scan settings you want to use.

Note: See the Help information in Document Capture for details.

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.
6. Click the  Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.
7. Click **Scan**.

You see a preview of your scan in the Document Capture window.



Note: You may have to close the Epson Scan 2 window to view your scan in the Document Capture window.

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Click one of the Destination icons to choose where to send your scanned files. (If you cannot see all of the icons below, click the arrow next to the icons.)



11. Depending on the destination you chose, click **OK** or **Send** to complete the operation.

Parent topic: [Scanning](#)

Related tasks

[Scanning in Epson Scan 2](#)

Related topics

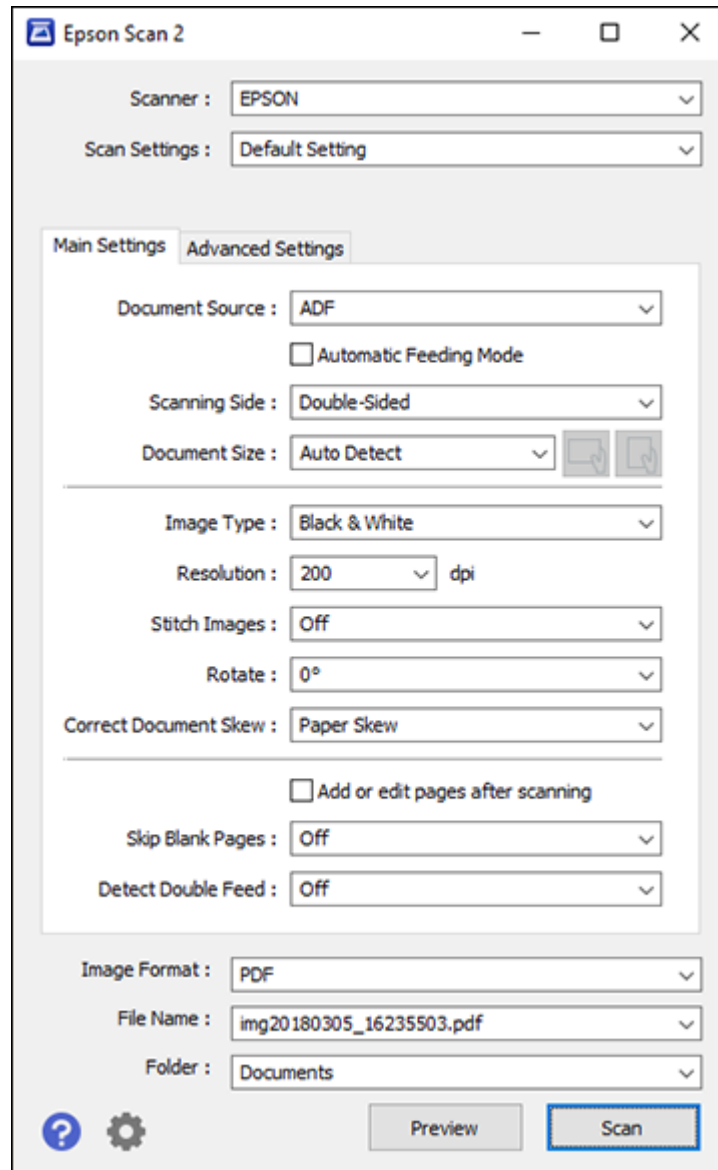
[Loading Originals](#)

Scanning in Epson Scan 2

Epson Scan 2 automatically scans your document and saves the scanned file in JPEG format in your operating system's Documents or My Documents folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Load your original in the product.
2. Start Epson Scan 2.

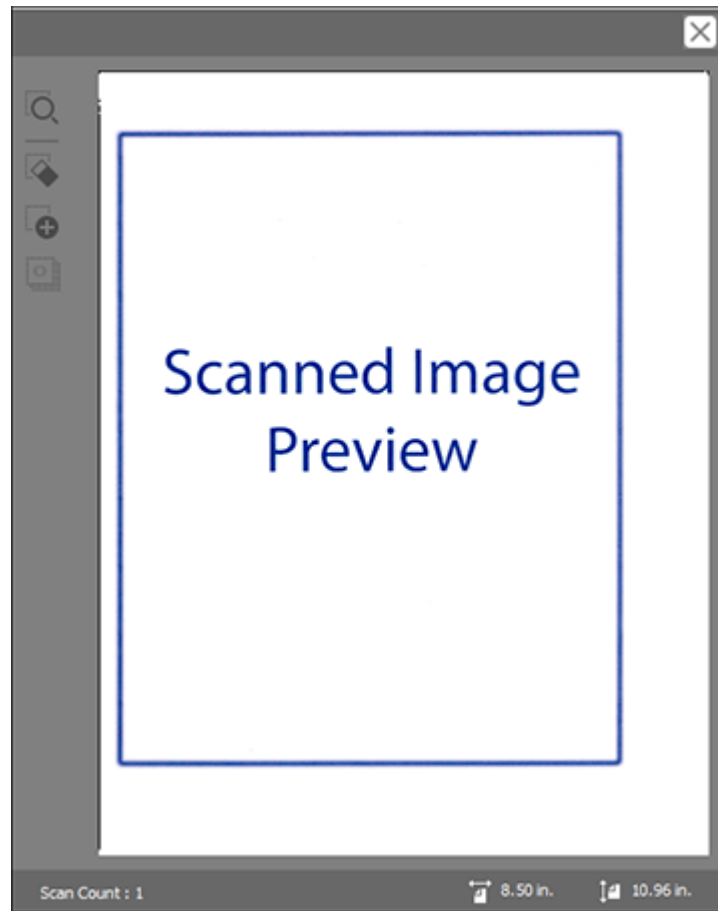
You see this window:



Note: The **Document Source** setting is automatically set to **ADF** for your product.

3. If you want to scan different size originals by loading them into the ADF one by one, check the **Automatic Feeding Mode** checkbox. Scanning begins as soon as you load each original.
4. Select the **Scanning Side** setting that matches the sides of the original that you want to scan.
5. Select the **Document Size** setting that matches the size of your original, or select **Auto Detect** to have Epson Scan 2 automatically detect the size. You can select **Customize** to enter a custom size, if necessary.
6. Select your original image type and how you want it scanned as the **Image Type** setting.
7. Select the **Resolution** setting you want to use for your scan.
8. Select any of the additional settings that you want to use on the Main Settings tab.
9. Click the **Advanced Settings** tab and select any settings that you want to use.
10. To see a preview of your scan with the settings you selected, click the **Preview** button.

Epson Scan 2 previews your original and displays the results in the Epson Scan 2 window.



11. Reinsert your original into the ADF.
12. If scanning an original in a carrier sheet or other special original, see the link below for other setting requirements for special documents.
13. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.
14. Enter the file name for your scanned file in the **File Name** field. Select **Settings** to modify the file name settings.

15. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.
16. Click **Scan**.
The product scans your original and saves the scanned file in the location you specified.
17. If you selected the **Automatic Feeding Mode** setting, place your next original in the ADF for scanning. When you finish scanning originals, click **Finish**.

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

[Scanning Settings for Special Documents](#)

[Image Format Options](#)

Parent topic: [Scanning](#)

Related topics

[Loading Originals](#)

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab.

Stitch Images

When scanning double-sided originals, lets you lay out images from both sides of the original onto one scanned page.

Rotate

Rotates the original image clockwise to the desired angle before scanning it. Select **Auto** to allow your product to automatically rotate the image based on the orientation of the text (may take longer to scan).

Correct Document Skew

Corrects skewed originals, image contents, or both.

Add or edit pages after scanning

Lets you add, remove, or edit the pages in a job, including rotating pages and changing the page order.

Note: To save multiple pages in a single file, you must select a file format that supports multiple pages such as **PDF** or **Multi-TIFF**. If you select another file format, each scanned image or page is saved as a separate file.

Skip Blank Pages

If the scanner detects marks from the other side of a blank page and adds the marks to the scanned image, adjust this setting to prevent this.

Detect Double Feed

Detects a double-feed paper error in the ADF. If you are scanning an original envelope or plastic card, select **Off**.

Parent topic: [Scanning in Epson Scan 2](#)

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

The screenshot shows the 'Epson Scan 2' application window. At the top, there are dropdown menus for 'Scanner' (set to 'EPSON') and 'Scan Settings' (set to 'Not Selected'). Below these are two tabs: 'Main Settings' and 'Advanced Settings', with the latter being active. The 'Advanced Settings' section contains several options: 'Image Option' with radio buttons for 'None' (selected), 'Remove Background' (with a 'Standard' dropdown), 'Text Enhancement' (with a 'Settings...' button), 'Auto Area Segmentation', 'Dropout' (with a 'Red' dropdown), and 'Color Enhance' (with a 'Red' dropdown). Below these is a 'Threshold' slider set to 110. There are also checkboxes for 'Unsharp Mask' and 'Descreening', both of which are unchecked. Further down are dropdown menus for 'Edge Fill' (set to 'White'), 'Remove Punch Holes' (set to 'Off'), and 'Dual Image Output' (set to 'Off'). At the bottom of the window, there are dropdown menus for 'Image Format' (set to 'PDF'), 'File Name' (set to 'img20180305_16335860.pdf'), and 'Folder' (set to 'Documents'). In the bottom-left corner, there are icons for help (a question mark) and settings (a gear). In the bottom-right corner, there are 'Preview' and 'Scan' buttons.

Text Enhancement

Sharpens the appearance of letters in text documents.

Auto Area Segmentation

Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

Dropout

The scan will not pick up the color you select. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Color Enhance

Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Brightness

Adjusts the overall lightness and darkness of the scanned image.

Contrast

Adjusts the difference between the light and dark areas of the overall scanned image.

Gamma

Adjusts the midtone density of the scanned image.

Threshold

Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Unsharp Mask

Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

Descreening

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Edge Fill

Corrects shadowing around the edges of the image by filling the shadows with black or white.

Remove Punch Holes

Removes the shadows caused by holes on the edges of the original.

Dual Image Output

Scans the original image twice using different output settings (Windows only).

Parent topic: [Scanning in Epson Scan 2](#)

Scanning Settings for Special Documents

You need to select specific options on the Main Settings tab in Epson Scan 2 when scanning special originals.

Type of original	Required settings
Envelope	Select Off as the Detect Double Feed setting.
Plastic cards	Select Plastic Card (Landscape) as the Document Size setting and Off as the Detect Double Feed setting.
Carrier sheet	If you select Auto Detect as the Document Size setting, paper skew is automatically corrected even if the Correct Document Skew setting is set to Off . If you select a setting other than Auto Detect as the Document Size setting, you can only use Contents Skew as the Correct Document Skew setting. As paper skew is not applied in this case, only contents skew is corrected when you select the Paper and Contents Skew setting.
Large originals	If the Document Size list does not contain the document size you want to scan, select Customize to create a custom size.
Long paper	If the Document Size list does not contain the document size you want to scan, select Auto Detect (Long Paper) or select Customize to create a custom document size.
Laminated cards	To scan any transparent areas around the edges of the card, select Settings as the Document Size setting and either select the Scan laminated card checkbox or create a custom size.

Parent topic: [Scanning in Epson Scan 2](#)

Image Format Options

You can select different image formats and related options. For details on available options, click the ? icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

Bitmap (*.bmp)

A standard image file format for most Windows programs.

JPEG (*.jpg)

An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The TIFF format is recommended when you need to modify or retouch your scanned image.)

PNG (*.png)

An image format that does not lose quality during editing.

TIFF (*.tif)

A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)

A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)

A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)

A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Parent topic: [Scanning in Epson Scan 2](#)

Scan Resolution Guidelines

The resolution setting in your scanning software, measured in dpi (dots per inch), controls the amount of detail captured in your scans. Increasing the resolution raises the amount of detailed captured but comes with the following disadvantages:

- Larger file sizes
- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans
- The image may become too large to fit on your display or print on paper

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by the software. Follow these guidelines to determine the resolution setting you need:

- You will scan the image at its original size but enlarge it later in an image-editing program.

Increase the resolution setting in your scanning software. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the resolution setting to 600 dpi.

- You will scan the image at 100% or smaller size.

Select the resolution setting based on how you will use the scanned image:

- Email/view on a computer screen/post on the web: 96 to 200 dpi
- Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi
- You will scan a long original.

Scan originals up to 215 inches (5461 mm) long with a resolution of 300 dpi or less, and over 215 inches (5461 mm) and up to 240 inches (6096 mm) long with a resolution of 200 dpi or less.

Parent topic: [Scanning](#)

Scanning with NFC from Your Android Device

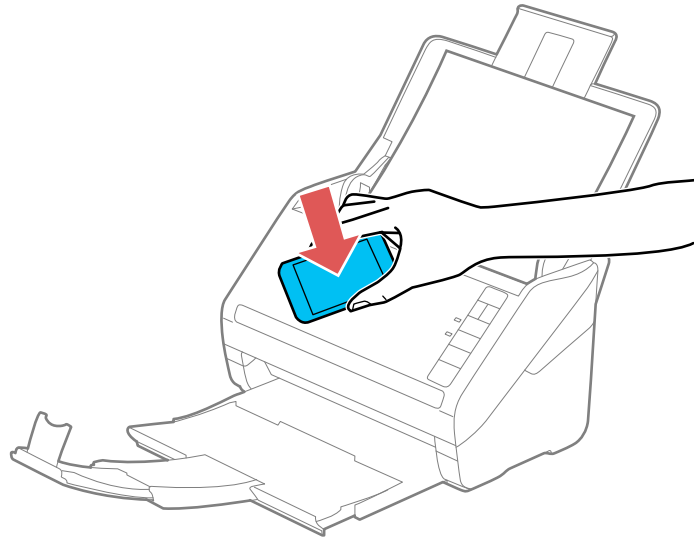
You can easily connect your Android 4.0 or later device to your product using NFC (Near Field Communication) (ES-500W/ES-500WR). Once connected, you can scan using Epson DocumentScan.

Note: If the scanner is already connected to the Wi-Fi network before using this feature, your mobile device will be connected to the scanner using this network. If not, the scanner and your mobile device will be connected in AP mode. In AP mode, you can connect up to four devices to the scanner at the same time.

1. Make sure Epson DocumentScan is installed on your Android device and NFC is turned on in your device's settings.
2. Load your original in the product.

3. Touch the NFC antenna of your Android device to the NFC tag on your product.

Note: The location of your Android device's NFC antenna varies. See your mobile device documentation for more details.



Epson DocumentScan opens on your device and connects to the scanner automatically.

Note: If you do not have Epson DocumentScan installed, the app store page for the Epson DocumentScan app opens on your device. Install Epson DocumentScan and repeat this step.

4. Follow the Epson DocumentScan on-screen instructions to scan your document.

Note: If the Android device and product disconnect, try to scan a document. The device and scanner should reconnect automatically.

Parent topic: [Scanning](#)

Related topics

[Loading Originals](#)

Scanning Special Projects

Your product's scanning software offers various options to help you quickly complete special scan projects.

Note: For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.

[Scanning Two Originals onto One Sheet \(Stitching Images\)](#)

[Scanning Multi-Page Originals as Separate Files - Windows](#)

[Saving Scanned Documents as a Searchable PDF Using Epson Scan 2](#)

[Saving Scanned Documents as a Searchable PDF with Document Capture - Mac](#)

[Saving a Scan as an Office Format File - Windows](#)

[Saving a Scan as an Office Format File - Mac](#)



[Scanning to a SharePoint Server or Cloud Service - Windows](#)

Parent topic: [Scanning](#)

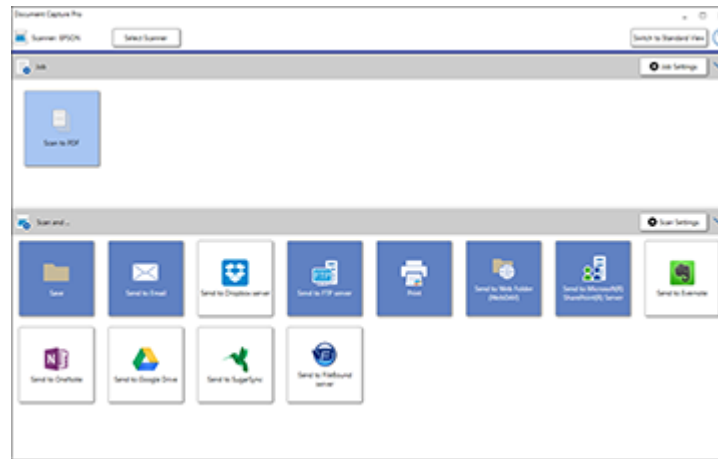
Scanning Two Originals onto One Sheet (Stitching Images)

You can scan both sides of a double-sided or folded original and combine them into a single image with the Epson Scan 2 Stitch Images settings (not available for all products).

Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start** and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.
3. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

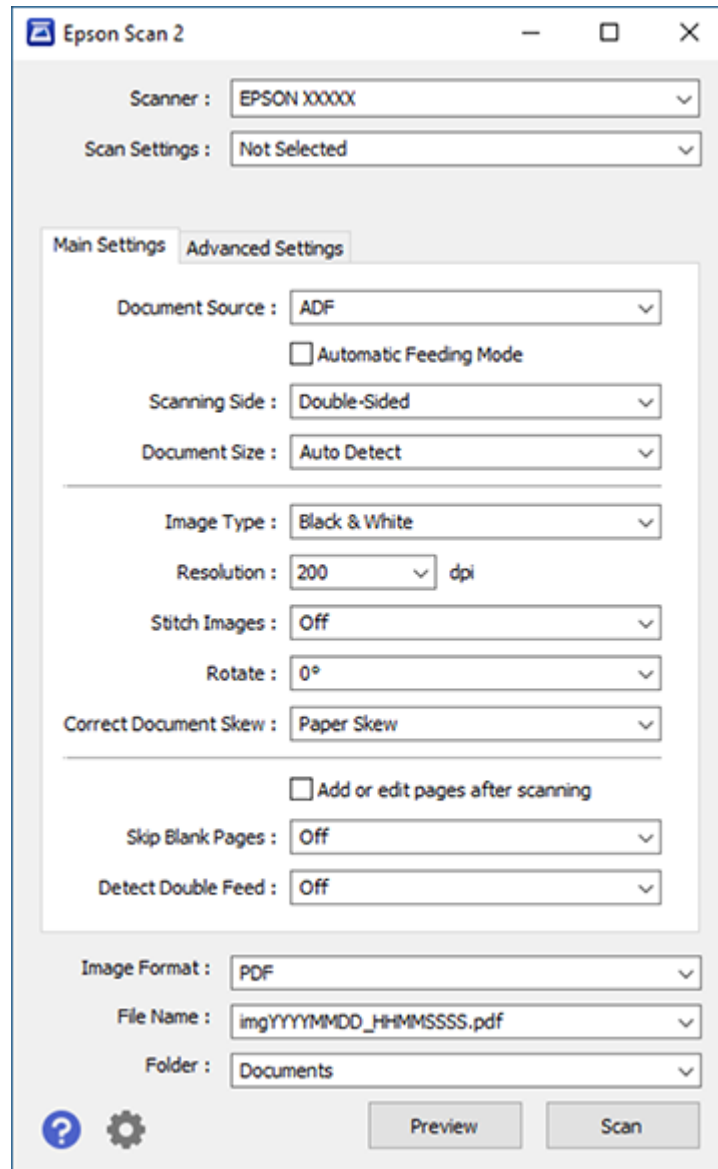
You see a window like this:



4. Click the **Scan Settings** button, then click **Detailed Settings**.

Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

You see an Epson Scan 2 window like this:



5. Select **Double-Sided** as the **Scanning Side** setting.
6. Select the original document size or **Auto Detect** as the **Document Size** setting.
7. Select one of the following as the **Stitch Images** setting:
 - **Top&Bottom**: Places the scanned images one above the other.
 - **Left&Right**: Places the scanned images side by side.
8. Select the **Advanced Settings** tab and set the **Edge Fill** setting to **None**.
9. Click **Save**.
10. Click **OK**.
11. Click **Scan**.

The scanned image is displayed.



Note: If the scanned images are not stitched together in the correct orientation, click **Scanning Side** on the Epson Scan 2 window, select **Settings**, set the Binding Edge to **Left** or **Top**, and rescan the document.

Parent topic: [Scanning Special Projects](#)

Scanning Multi-Page Originals as Separate Files - Windows

You can use Document Capture Pro (Windows) to scan multi-page originals as separate scanned files. You indicate how the separate files are created by defining a maximum page count per file or by inserting blank pages, barcodes, or characters that can be detected by the software as separation markers.

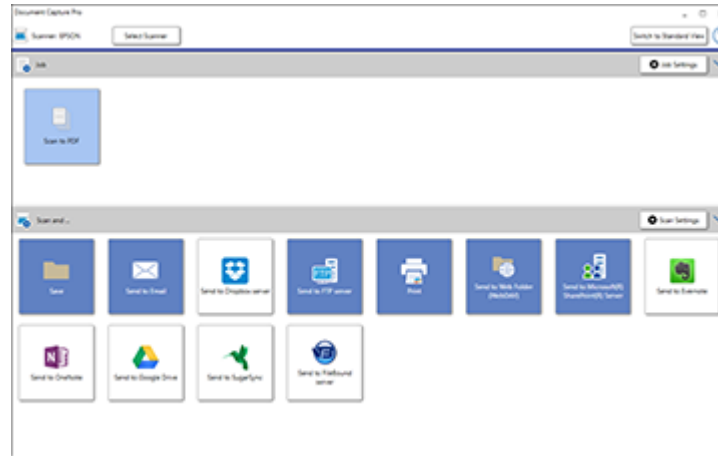
Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your multi-page original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

You see the Document Capture Pro window.

3. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

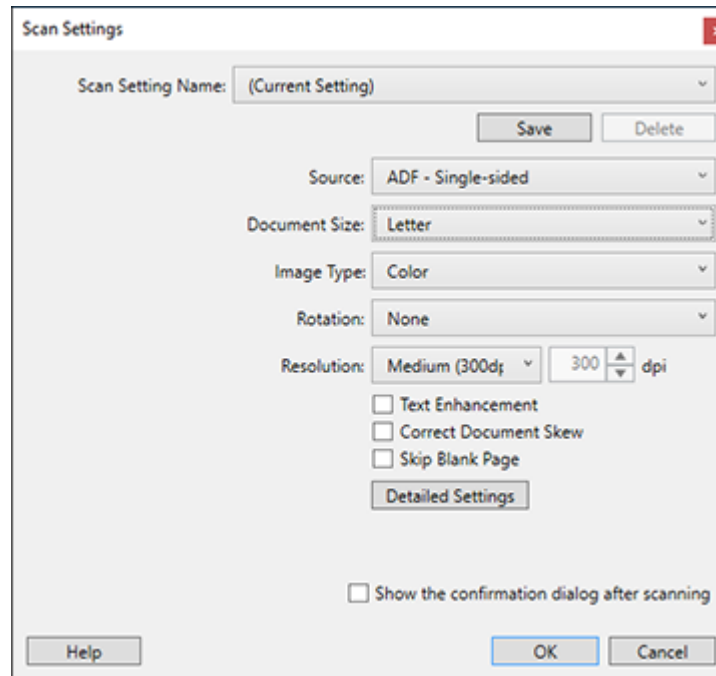
You see a window like this:



4. Click the **Scan Settings** button.

Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

You see a window like this:

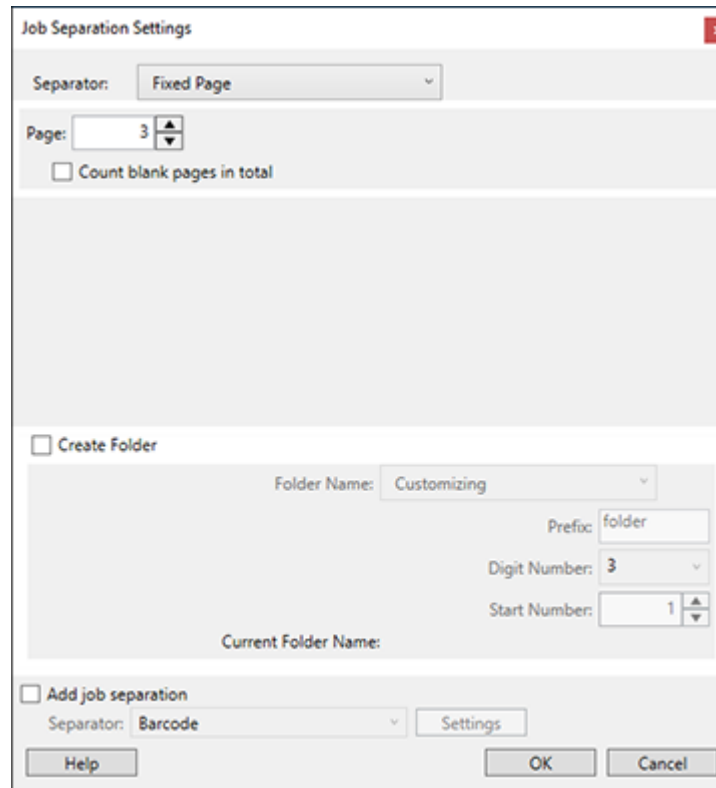


5. Select any displayed settings you want to use and click **OK**.

Note: See the help information in Document Capture Pro for details.

6. Click one of the destination icons (except **Print**) in the **Scan and...** section of the window. Your product starts scanning and you see the settings window.
7. Select the **Apply job separation** checkbox.
8. Click **Separation Settings**.

You see a window like this:



9. Select the method you used to separate the originals as the **Separator** setting.

Note: See the help information in Document Capture Pro for details.

10. If necessary, select **Create Folder** and select a folder name.
11. Select any other folder naming settings you want and click **OK**, then click **OK** again.

Your originals are saved into separate files and folders as specified.

Parent topic: [Scanning Special Projects](#)

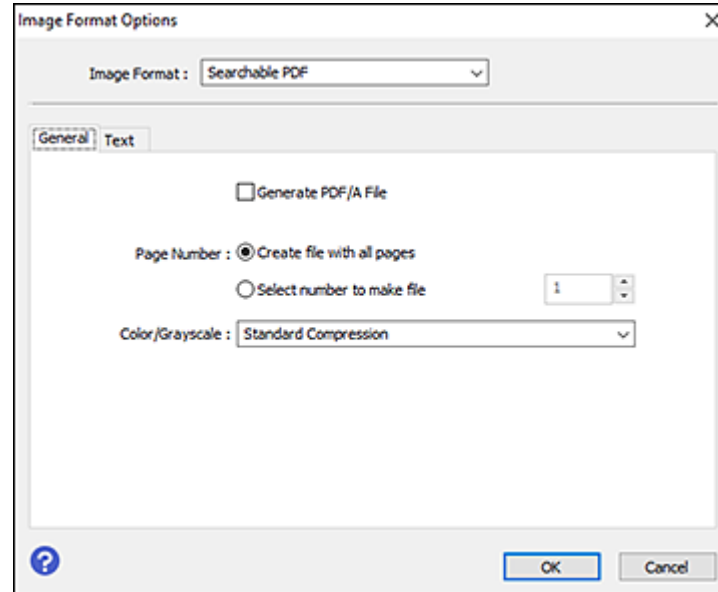
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

You can scan a document and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: You must download and install the required Epson Scan 2 OCR Component to scan using OCR with Epson Scan 2. Select **Epson Software Updater** in the Windows **Start** menu or Mac **Epson Software** folder, and select the component and PDF extension files to download and install them.

1. Load your original in the product for scanning.
2. Start Epson Scan 2.
3. Select your scan settings.
4. Click **Preview** and adjust the area you want to scan, if necessary.
5. If you are using the ADF, reload the ejected original.
6. Select **Searchable PDF** as the Image Format setting.
7. Select **Options** from the Image Format list.

You see this window:



8. Select any of the options on the **General** tab.
9. Select the **Text** tab.
10. Make sure the language used in the document text is selected as the **Text Language** setting.
11. Click **OK**.
12. Confirm the File Name setting and select a **Folder** setting for your document.
13. Click **Scan**.

The scanned image is saved as a searchable PDF.

Parent topic: [Scanning Special Projects](#)

Related topics

[Loading Originals](#)

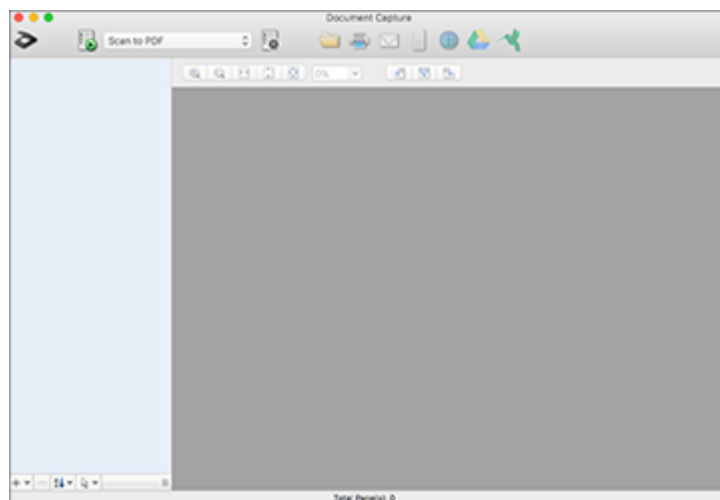
Saving Scanned Documents as a Searchable PDF with Document Capture - Mac

You can scan a document with Document Capture and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The settings may vary, depending on the software version you are using. See the Help information in Document Capture for details.

1. Load your original in the product for scanning.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

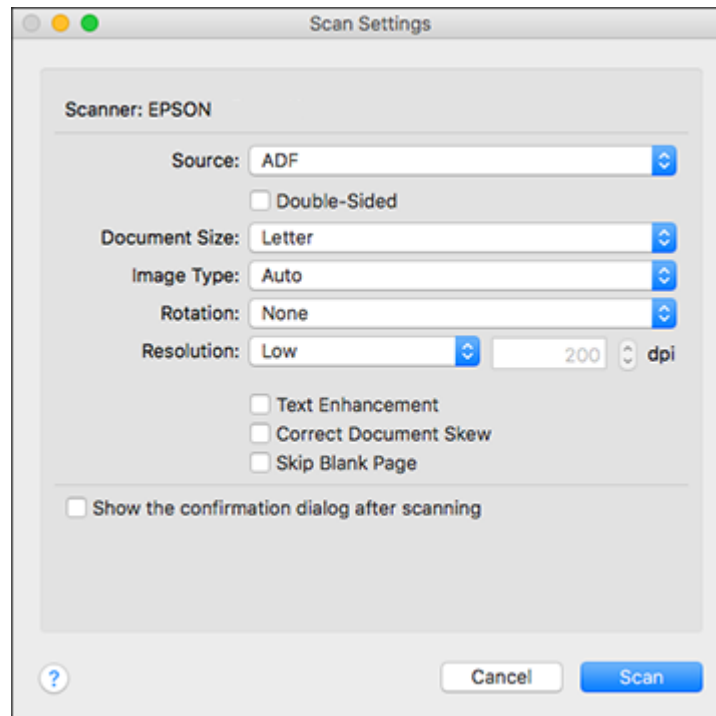
You see a window like this:




Note: You may need to select your scanner from the scanner list.

3. Click the  **Scan** icon.


You see a window like this:



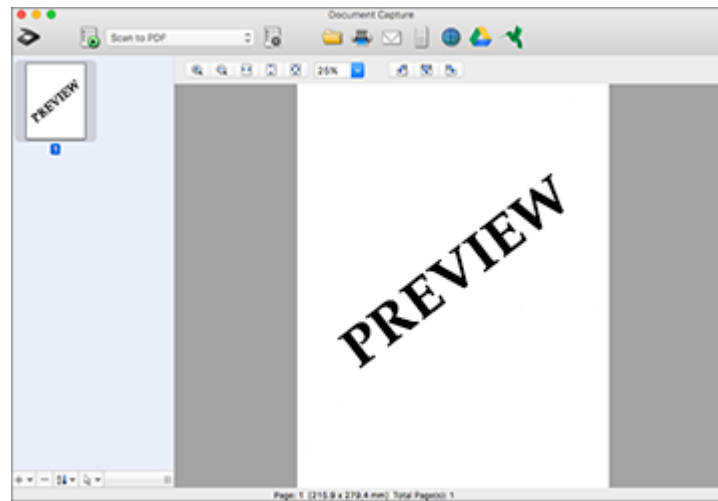
Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the  Start Job button, and skip the rest of these steps.

4. Select any displayed scan settings you want to use.

Note: See the Help information in Document Capture for details.

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.
6. Click the  Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.
7. Click **Scan**.

You see a preview of your scan in the Document Capture window.



Note: You may have to close the Epson Scan 2 window to view your scan in the Document Capture window.

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Open the **File** menu at the top of the Mac desktop and select **Save As**.
11. Select **PDF** as the **File Type** setting and click the **Options** button.
12. Select the **Create Searchable PDF** checkbox and click **OK**.
13. Click one of the Destination icons to choose where to send your scanned file. (If you cannot see all of the icons below, click the arrow next to the icons.)



14. Depending on the destination you chose, click **OK** or **Send** to complete the operation.

Parent topic: [Scanning Special Projects](#)



Related topics

[Loading Originals](#)

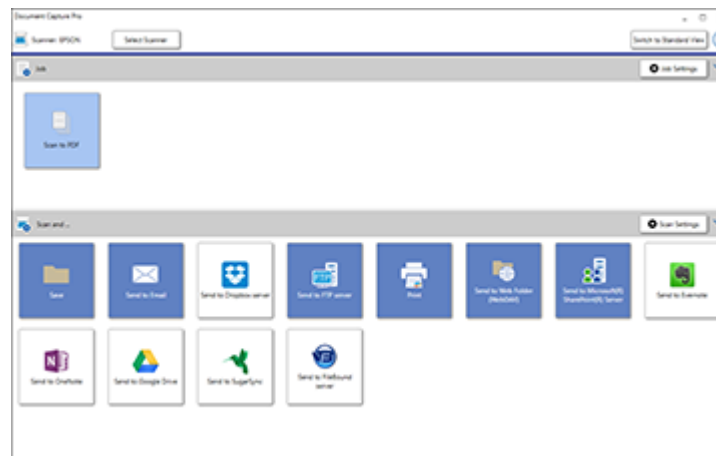
Saving a Scan as an Office Format File - Windows

You can use Document Capture Pro (Windows) to save your scans in one of the following Microsoft Office file formats: Microsoft Word (.docx), Microsoft Excel (.xlsx), or Microsoft PowerPoint (.pptx).

Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.
3. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

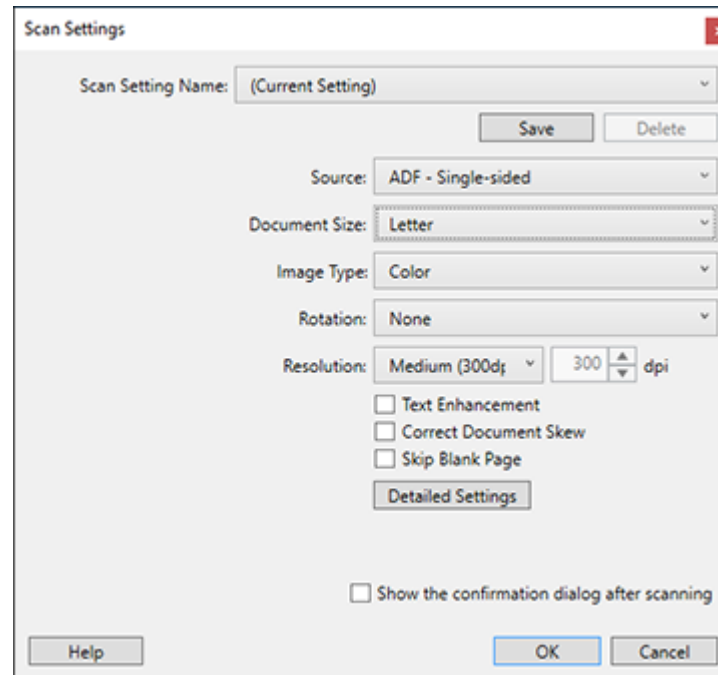
You see a window like this:



4. Click the **Scan Settings** button.

Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

You see a window like this:



5. Select any displayed settings you want to use and click **OK**.

Note: See the help information in Document Capture Pro for details.

6. Click one of the destination icons (except **Print**) to choose where to send your scanned files. Your product starts scanning and you see the settings window.
7. Select the Office format file you want to use from the **File Type** drop-down list.

Note: The first time you select an Office format file you are prompted to download a plug-in update for Microsoft Office files. Select **Yes** to download and install the plug-in.

8. Click **Option** to display additional settings.
9. Select any additional settings as necessary and click **OK**.

Note: See the help information in Document Capture Pro for details.

10. Confirm your settings and click **OK**.

Your originals are saved in the Office file format you selected.

Parent topic: [Scanning Special Projects](#)

Related topics

[Loading Originals](#)

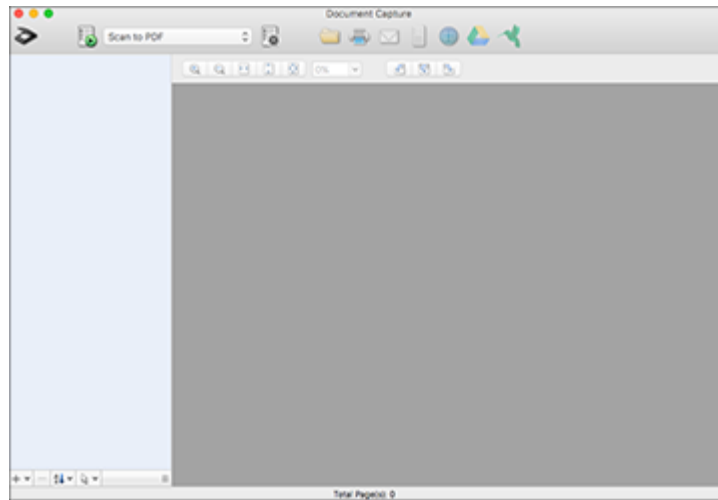
Saving a Scan as an Office Format File - Mac

You can use Document Capture (Mac) to save your scans in one of these Microsoft Office file formats: Microsoft Word (.docx) and Microsoft Excel (.xlsx).

Note: The settings may vary, depending on the software version you are using. See the Help information in Document Capture for details.

1. Load your original in the product for scanning.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

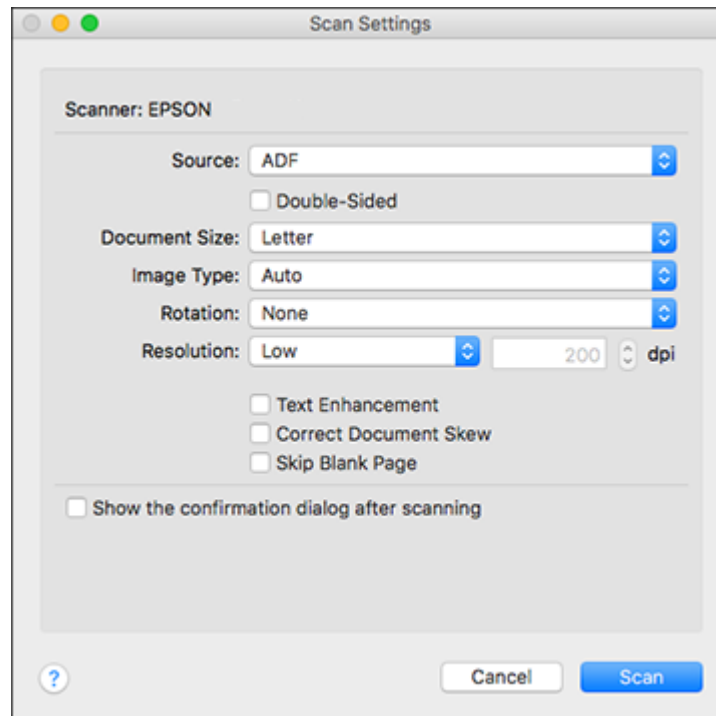
You see a window like this:




Note: You may need to select your scanner from the scanner list.

3. Click the  **Scan** icon.


You see a window like this:



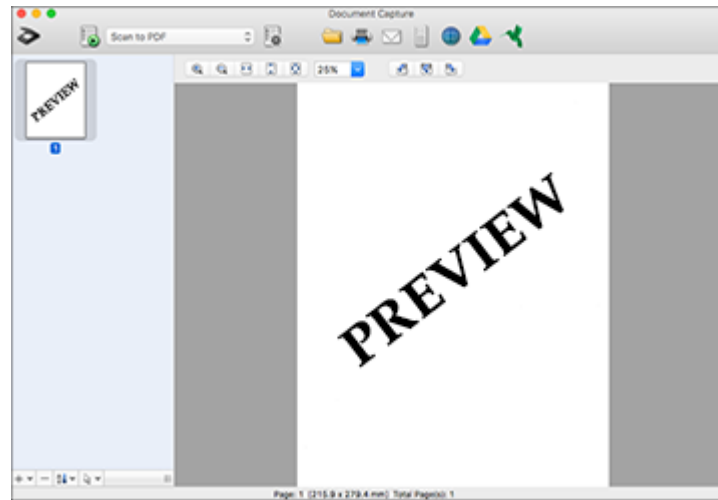
Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the  Start Job button, and skip the rest of these steps.

4. Select any displayed scan settings you want to use.

Note: See the Help information in Document Capture for details.

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.
6. Click the  Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.
7. Click **Scan**.

You see a preview of your scan in the Document Capture window.



Note: You may have to close the Epson Scan 2 window to view your scan in the Document Capture window.

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Open the **File** menu at the top of the Mac desktop and select **Save As**.
11. Select **DOCX** (Word) or **XLSX** (Excel) as the **File Type** setting.

Note: The first time you select an Office file type setting in Document Capture, you see a prompt to download a necessary plug-in for Microsoft Office files. Select **Yes** and follow the on-screen instructions to download and install the plug-in to continue.

12. Click the **Options** button, select any necessary Office file type options, and click **OK**.

13. Click one of the Destination icons to choose where to send your scanned file. (If you cannot see all of the icons below, click the arrow next to the icons.)



14. Depending on the destination you chose, click **OK** or **Send** to complete the operation.

Parent topic: [Scanning Special Projects](#)



Related topics

[Loading Originals](#)

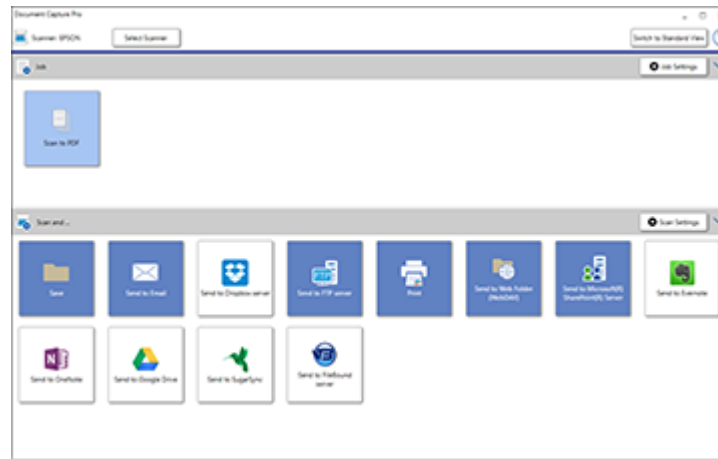
Scanning to a SharePoint Server or Cloud Service - Windows

You can use Document Capture Pro to upload scanned images to a SharePoint server or a cloud service.

Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.
3. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

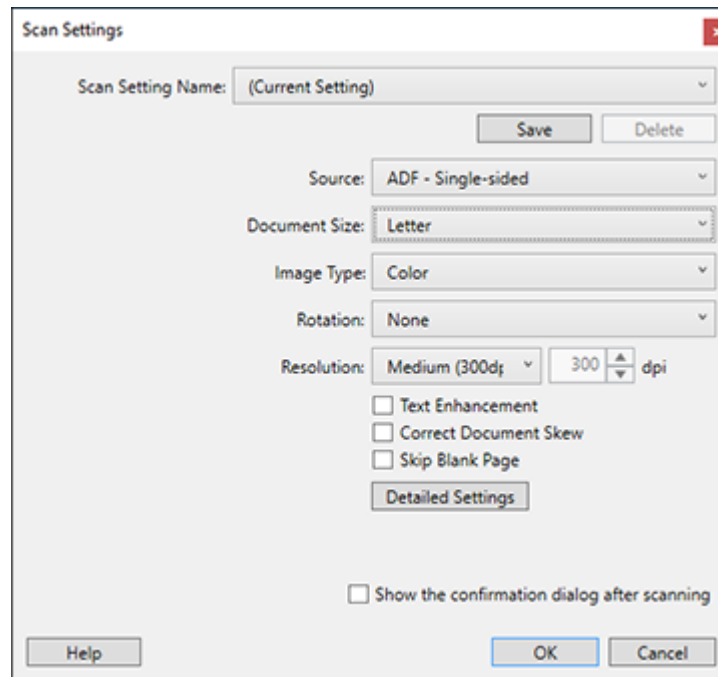
You see a window like this:



4. Click the **Scan Settings** button.

Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

You see a window like this:



5. Select any displayed settings you want to use and click **OK**.

Note: See the help information in Document Capture Pro for details.

6. Click one of the cloud server or service destination icons in the **Scan and...** section of the window. Your product starts scanning and you see the settings window.

Note: If you cannot see all of the icons, the service software may not be installed or the service may not be available on your platform.

7. Enter any required information to set up the destination. You may need to log in to your cloud service to authenticate the connection and allow Document Capture Pro to access the cloud service. If you have previously created a saved setting for the destination, select it from the drop-down list.

8. Adjust any settings and click **OK**.

Note: See the help information in Document Capture Pro for details.

Your originals are uploaded to the indicated server or cloud service.

Parent topic: [Scanning Special Projects](#)

Related topics

[Loading Originals](#)

Using the Optional Flatbed Scanner Dock - Windows

The optional flatbed scanner dock combines your document scanner with a flatbed scanner into a single unit (ES-400). This allows you to scan thick or over-sized originals, such as cardboard and books, that won't fit into the document scanner's ADF.

You must purchase a flatbed scanner (Epson Perfection V19/V39) to use the optional flatbed scanner dock. To attach the flatbed scanner and dock to your document scanner, follow the installation instructions that came with your flatbed scanner dock.

Note: You cannot use the flatbed scanner dock and Epson Network Interface Unit options at the same time.

See these sections to learn about the flatbed scanner dock option.

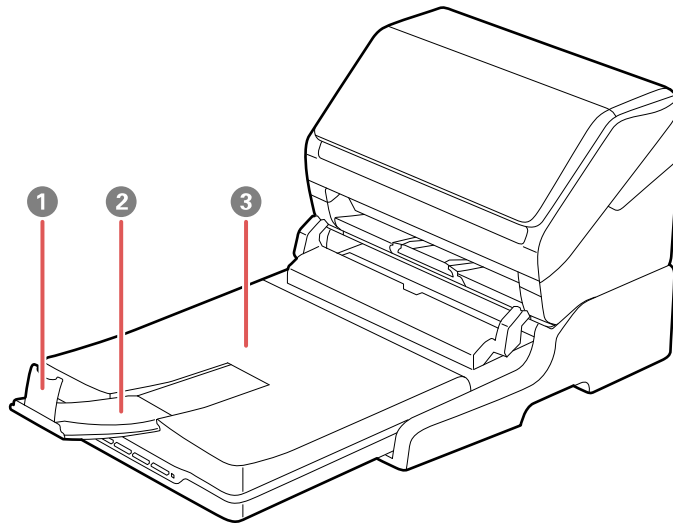
[Flatbed Scanner Dock Parts](#)

[Scanning from the Flatbed Scanner Dock](#)

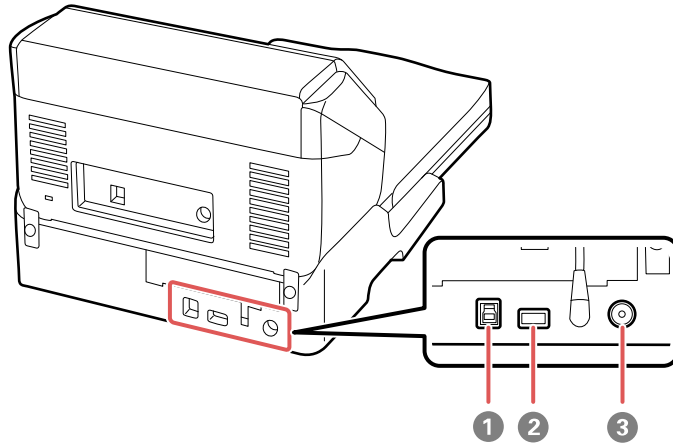
[Cleaning the Flatbed Scanner Dock](#)

[Transporting the Flatbed Scanner Dock](#)

Flatbed Scanner Dock Parts



- 1 Stopper
- 2 Output tray extension
- 3 Scanner cover/output tray



- 1 USB port 1 (for connecting flatbed dock to computer)
- 2 USB port 2 (for connecting flatbed dock to document scanner)
- 3 Power inlet

Parent topic: [Using the Optional Flatbed Scanner Dock - Windows](#)

Scanning from the Flatbed Scanner Dock

See these sections to scan when using the optional flatbed scanner dock.

[Scanning from the Docked Flatbed Scanner](#)

[Scanning from the ADF with the Flatbed Scanner Dock Attached](#)

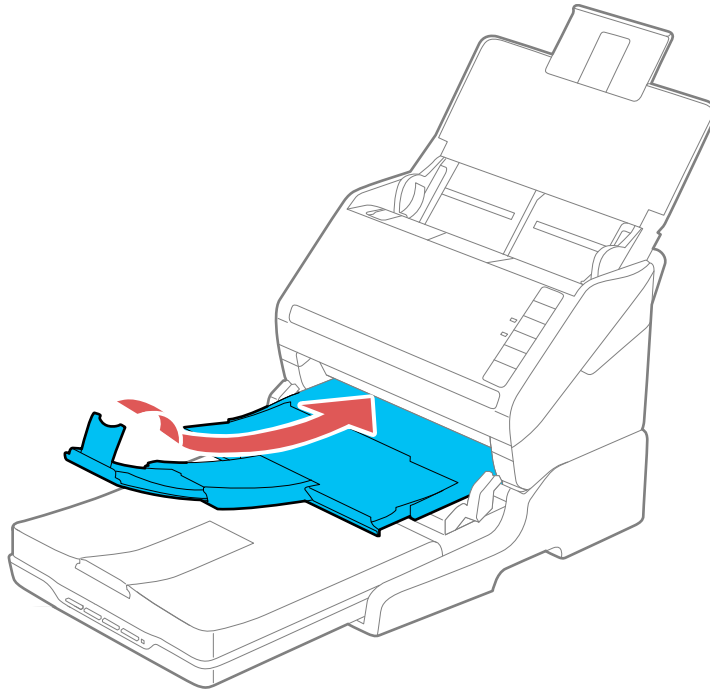
Parent topic: [Using the Optional Flatbed Scanner Dock - Windows](#)

Scanning from the Docked Flatbed Scanner

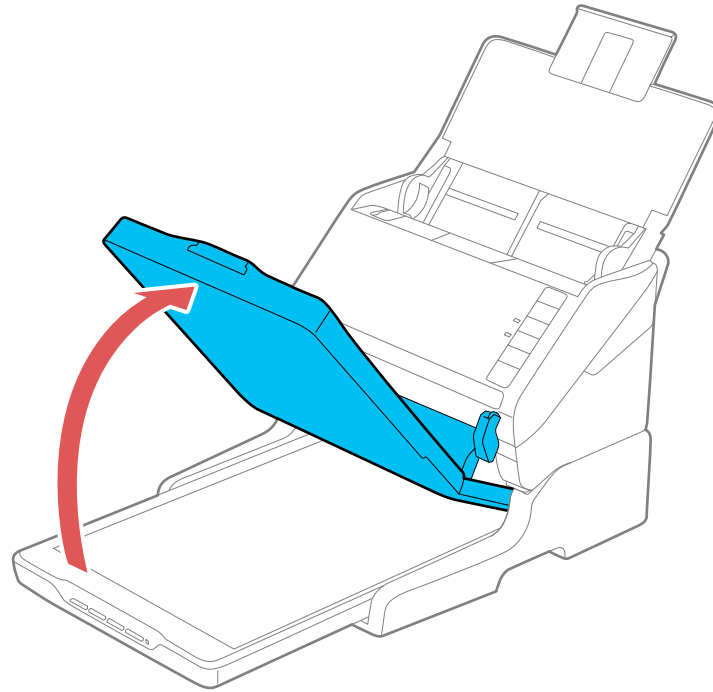
You can place originals directly on the scanner glass of the flatbed scanner attached to the optional flatbed scanner dock.

Caution: Make sure the scanner is placed on a flat surface. Do not place heavy objects on the scanner glass and do not press on the glass with too much force, or it may damage the scanner. Do not leave photos on the scanner glass for an extended period, or they may stick to the glass.

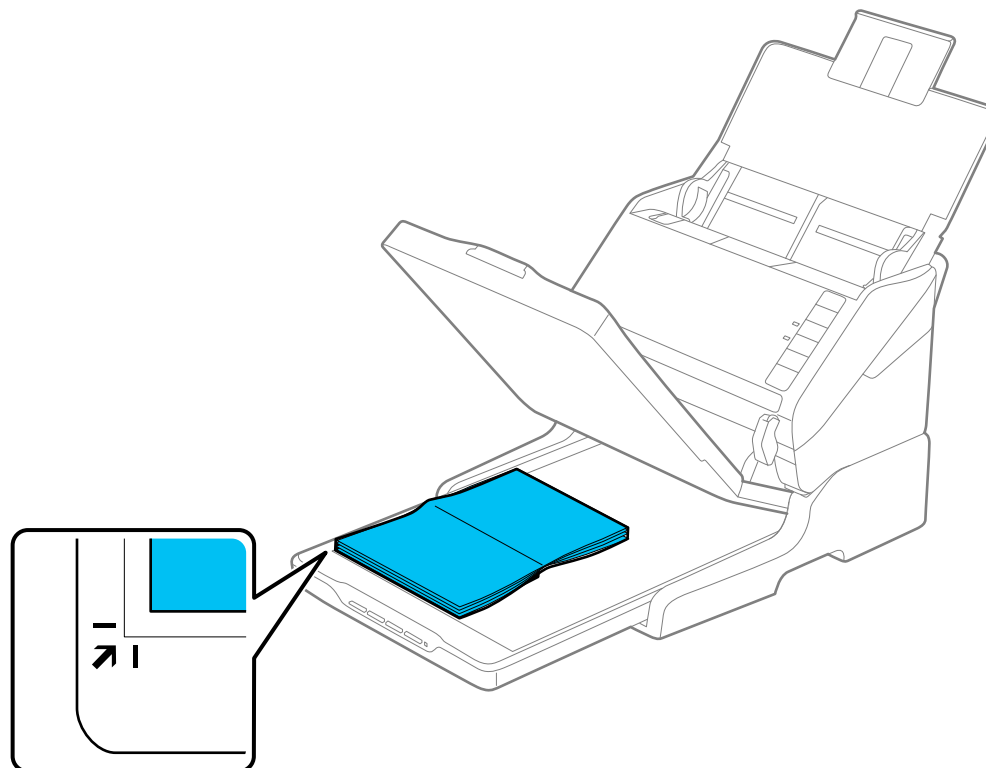
1. Close the document scanner's output tray.



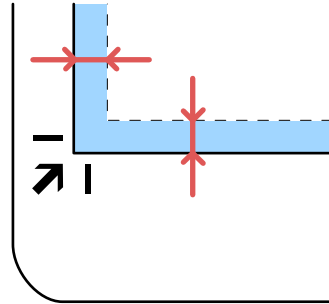
2. Open the flatbed scanner cover.



3. Place your original facedown on the scanner glass with the top edge facing as shown. Slide the original to the edges of the indicated corner.



Note: Place your original 0.1 inch (2.5 mm) from the top and side edges of the scanner glass as shown in order to avoid cropping. If you are scanning multiple photos at once, place them at least 0.8 inch (20 mm) apart from each other.



4. Close the flatbed scanner cover gently to keep your original in place. If you are scanning a book or other thick document, hold the scanner cover down as you scan.
5. Start Epson Scan 2.
6. Select **Scanner Glass** as the Document Source setting.
7. Select other scan settings as necessary.
8. Click **Scan**.

Parent topic: [Scanning from the Flatbed Scanner Dock](#)

Related tasks

[Scanning from the ADF with the Flatbed Scanner Dock Attached](#)

[Scanning in Epson Scan 2](#)

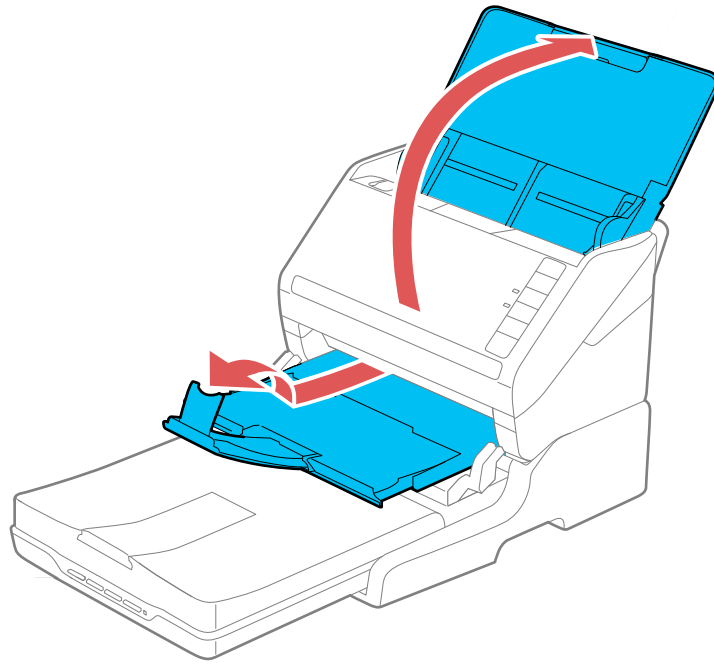
Scanning from the ADF with the Flatbed Scanner Dock Attached

Depending on the length of your originals, you may need to adjust the position of the input tray, output tray, and stopper when scanning from the document scanner's ADF with the optional flatbed scanner dock attached.

For originals shorter than 8.2 inches (210 mm) long):

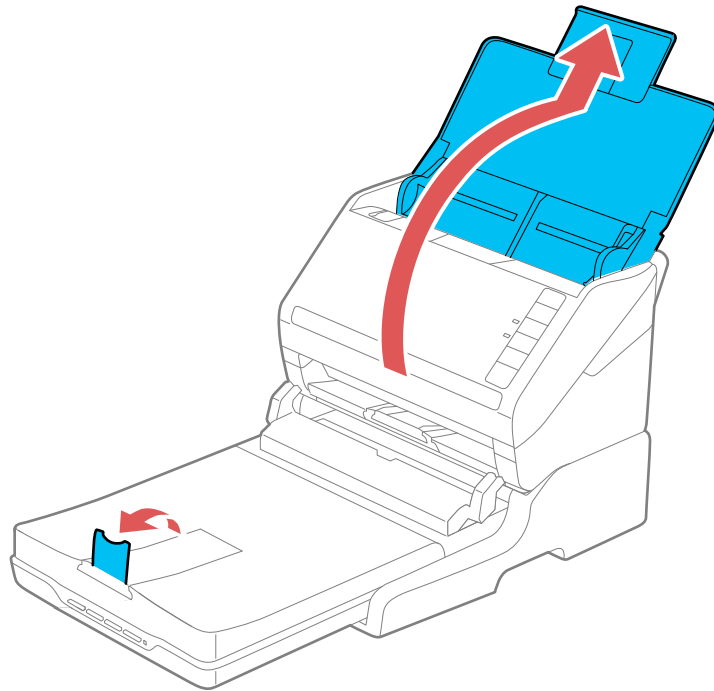
- Open the document scanner's input tray, pull out the output tray and output tray extension, and open the stopper.

- Extend the output tray a little longer than the length of the original and move the stopper forward or backward as necessary.



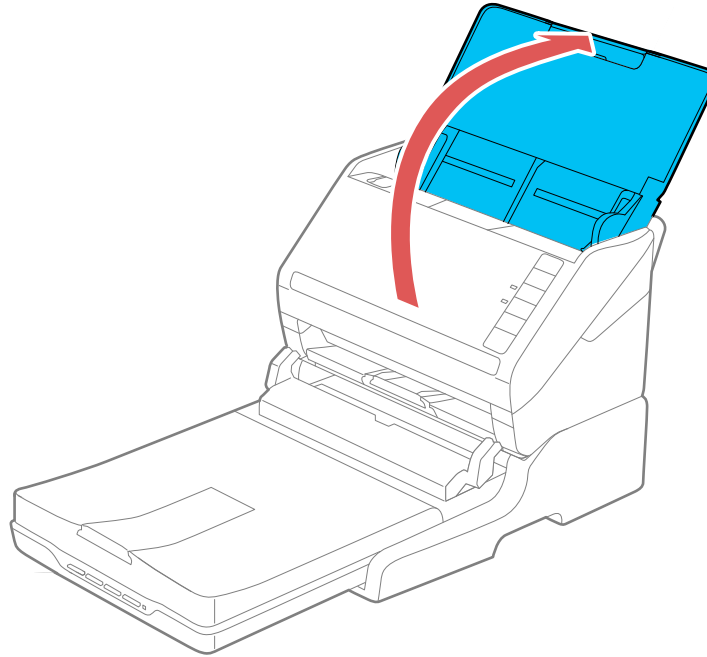
For originals between 8.2 inches and 11.7 inches (210 mm to 297 mm) long:

- Open and extend the document scanner's input tray, open the flatbed scanner's stopper, and slide the stopper forward or backward so that it is a little longer than the length of the original. (Do not open the output tray on the document scanner.)



For originals that are 14 inches (356 mm) or longer:

- Open the document scanner's input tray. Leave the output tray closed, and close the flatbed and document scanner's stoppers.



Parent topic: [Scanning from the Flatbed Scanner Dock](#)

Related tasks

[Scanning from the Docked Flatbed Scanner](#)

[Scanning in Epson Scan 2](#)

Cleaning the Flatbed Scanner Dock

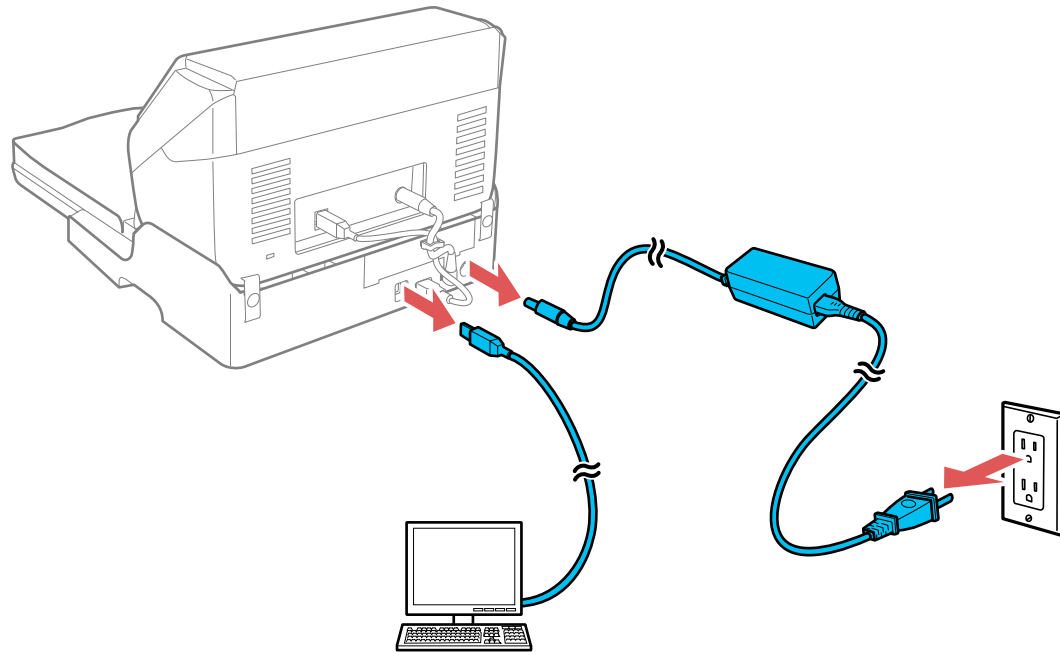
To keep your product working at its best, you should clean it several times a year.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it. Do not open the product case.

1. Turn off the document scanner using the ⏻ power button.

Note: There is no power button on the flatbed scanner.

2. Unplug the AC power cord and disconnect the USB cable that connects the flatbed scanner dock to the computer.



3. Clean the outer case with a cloth dampened with mild detergent and water.
4. If the scanner glass is dirty, clean it with a soft dry cloth. If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner on a soft cloth to remove it. Wipe off all remaining liquid.

Caution: Do not spray glass cleaner directly on the scanner glass. Do not press the surface of the scanner glass with any force and be careful not to scratch or damage the scanner glass. A damaged glass surface can decrease the scan quality.

Parent topic: [Using the Optional Flatbed Scanner Dock - Windows](#)

Transporting the Flatbed Scanner Dock

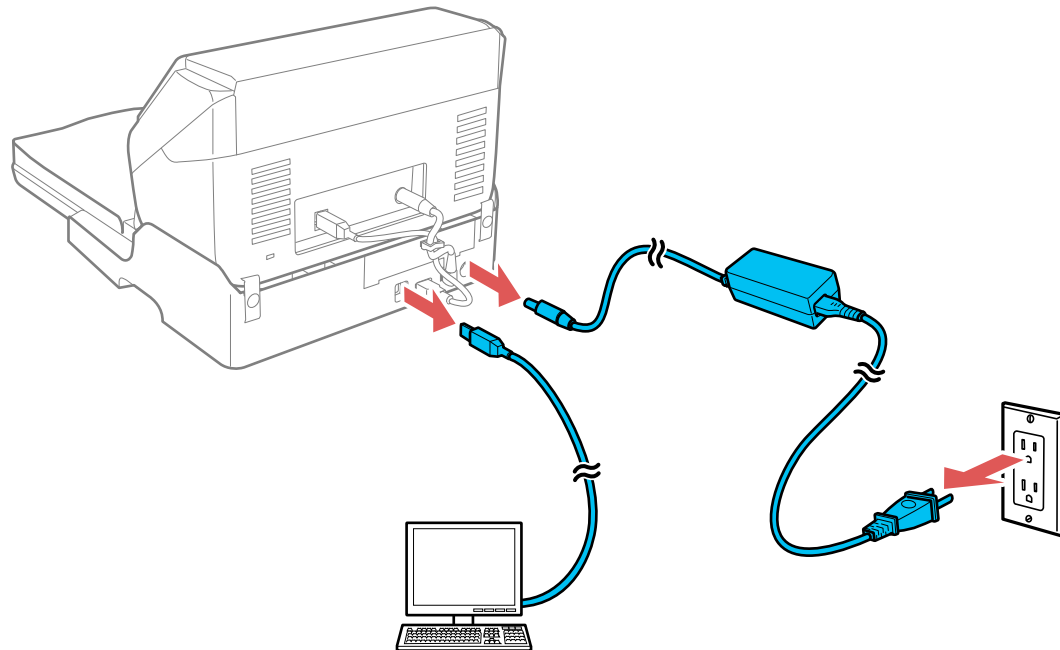
If you need to ship your product, transport it a long distance, or store it for an extended period, prepare it for transportation as described here.

Note: If you are transporting only the flatbed scanner dock (without the document scanner), follow the installation instructions that came with the flatbed scanner dock in reverse to remove the flatbed scanner and dock from the document scanner.

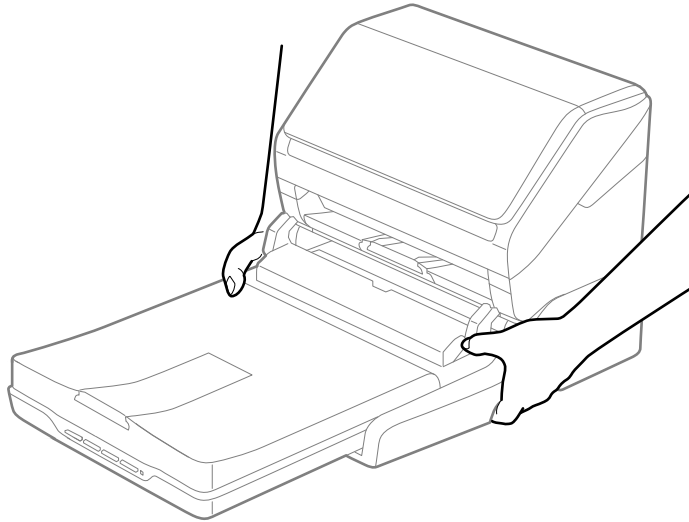
1. Turn off the document scanner using the  power button.

Note: There is no power button on the flatbed scanner.

2. Unplug the AC power cord and disconnect the USB cable that connects the flatbed scanner dock to the computer.



3. Lift the entire scanner unit as shown, making sure to keep it level during transport.



4. Place the scanner unit in its original packing materials if possible, or use equivalent materials with cushioning around the scanner.

Caution: Avoid turning the scanner upside down when transporting it or you may damage the scanner.

Parent topic: [Using the Optional Flatbed Scanner Dock - Windows](#)

Cleaning and Transporting Your Scanner

See these sections if you need to clean or transport your scanner.

[Cleaning Your Scanner](#)

[Cleaning Inside Your Scanner](#)

[Checking the Scanner Roller Counter](#)

[Replacing the Scanner Rollers](#)

[Transporting Your Scanner](#)

Cleaning Your Scanner

To keep your product working at its best, you should clean it several times a year.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it. Do not open the product's outer case.

1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.
3. Clean the outer case with a soft, dry cloth. Do not use liquid or chemical cleansers.

Note: If the outer case still requires additional cleaning, use a slightly damp cloth to wipe the outer case. Then wipe the case with a soft, dry cloth.

Parent topic: [Cleaning and Transporting Your Scanner](#)

Cleaning Inside Your Scanner

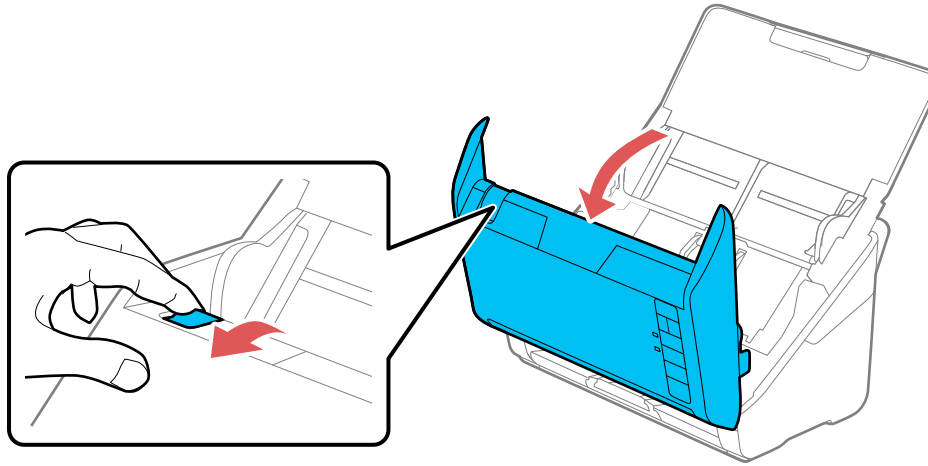
Clean your scanner regularly to make sure that no dust builds up on the glass scanning surfaces. Dust can cause spots or lines in your scanned images.

Note: The illustrations show the ES-500W/ES-500WR, but the instructions are the same for the ES-400.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

1. Turn off the scanner and unplug the AC adapter.

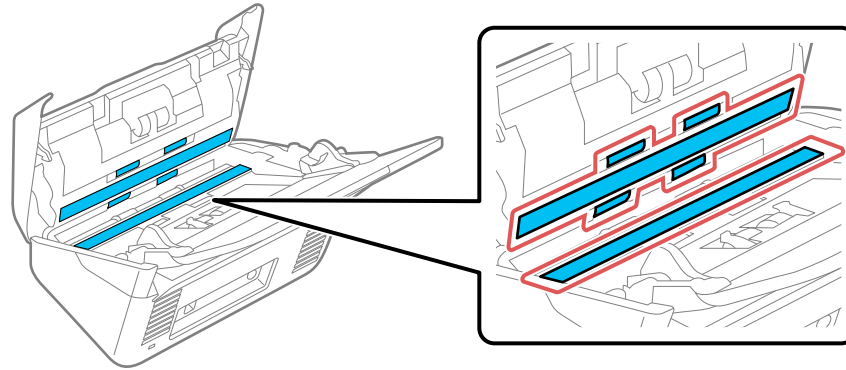
2. Disconnect any connected cables.
3. Pull down on the cover open lever and open the scanner cover.



4. Use a genuine Epson cleaning kit or a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with grease or some other hard-to-remove material, use a genuine Epson cleaning kit to remove stains.

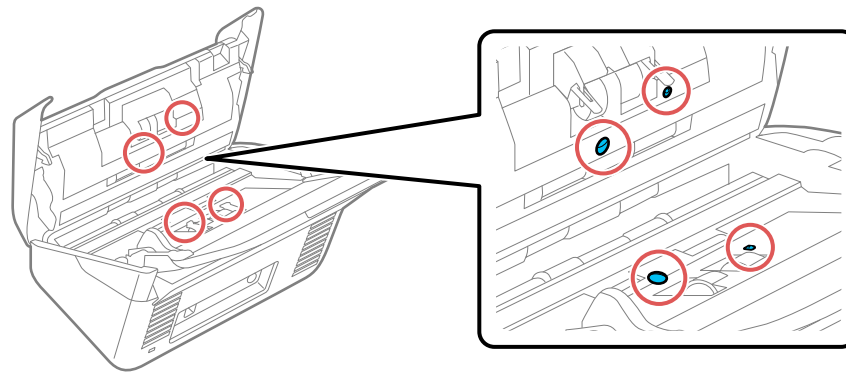
Use a small amount of cleaner on the cleaning cloth to remove the stains. Wipe off all remaining liquid.

Caution: Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.



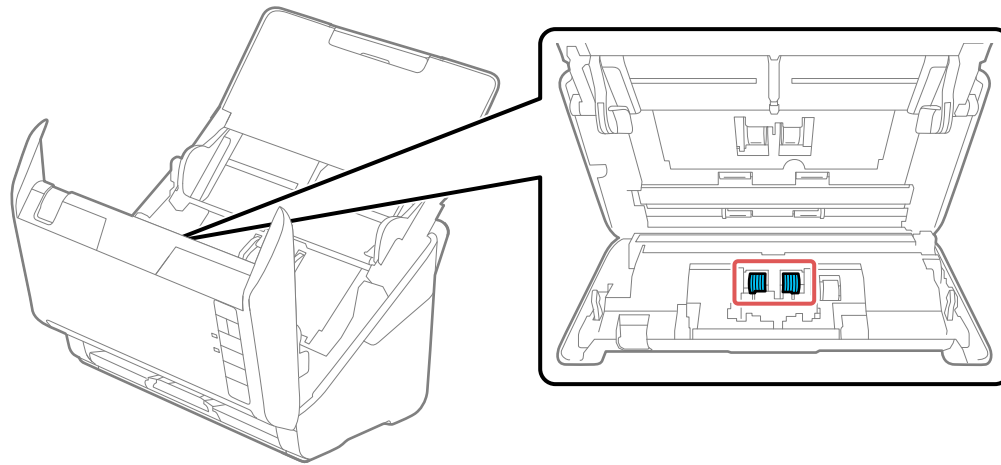
5. Use a cotton swab to wipe off any dust or dirt on the sensors.

Caution: Do not use liquid or glass cleaner on the cotton swab.



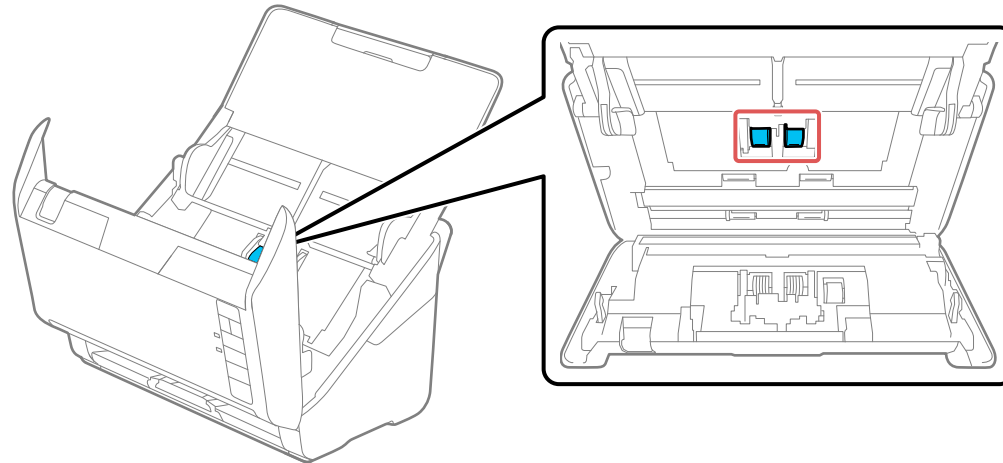
6. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.




Caution: Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.



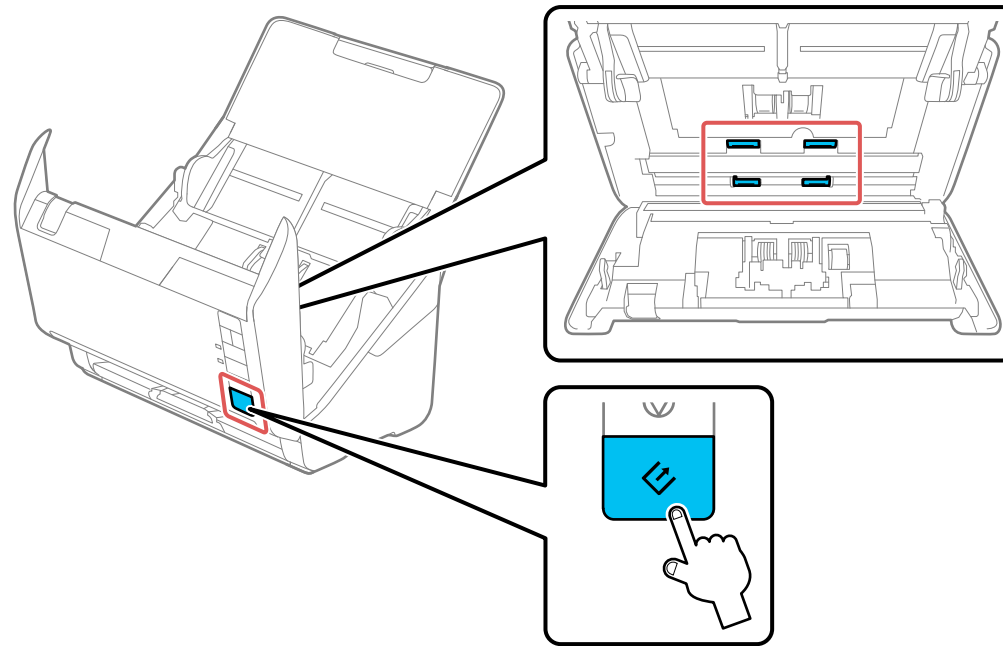
7. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.

Caution: Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.



8. Plug in the AC adapter and press the  power button to turn on the scanner.
9. Hold down the  start button for at least two seconds while opening the scanner cover. The rollers on the bottom move momentarily, and then the scanner enters cleaning mode. Press the  start button several times to rotate the rollers shown here. Use a genuine Epson cleaning kit or a soft,

moist cloth to wipe off any dust or dirt on the rollers as they rotate. Repeat this step until the rollers are clean.





10. Close the scanner cover.

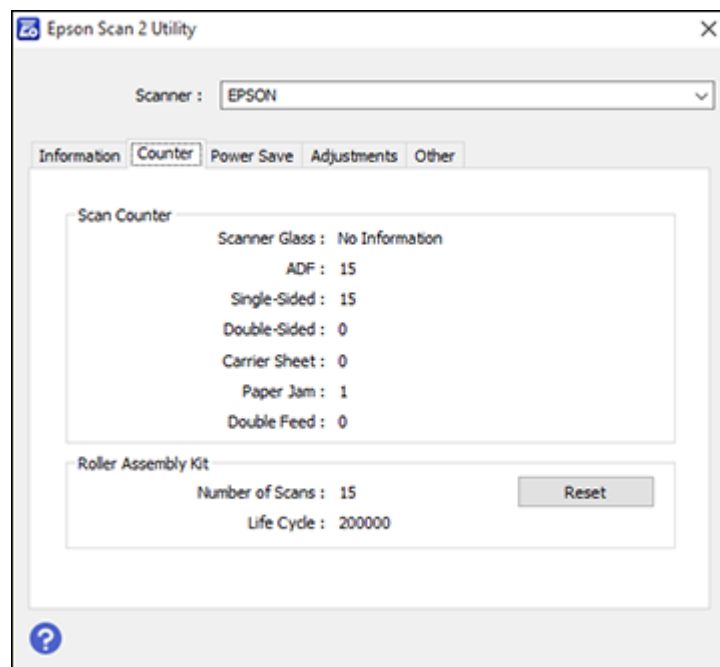
Parent topic: [Cleaning and Transporting Your Scanner](#)

Checking the Scanner Roller Counter

Check the scanner roller counter to determine when your rollers need to be replaced. When you replace the scanner rollers, reset the scanner roller counter so you know when you may need to replace the rollers again.

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open the Epson Scan 2 Utility:
 - **Windows 10:** Click  and select **EPSON > Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.

- **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.
3. Click the **Counter** tab.
- You see a screen like this:



4. If the number in the **Number of Scans** field exceeds the number displayed as the **Life Cycle** of the rollers, it is time to replace the rollers.
5. Close the Epson Scan 2 Utility.

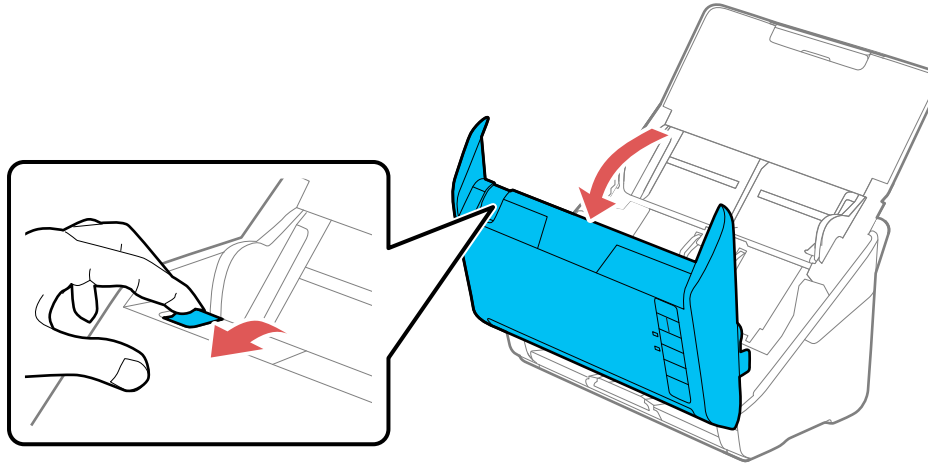
Parent topic: [Cleaning and Transporting Your Scanner](#)

Replacing the Scanner Rollers

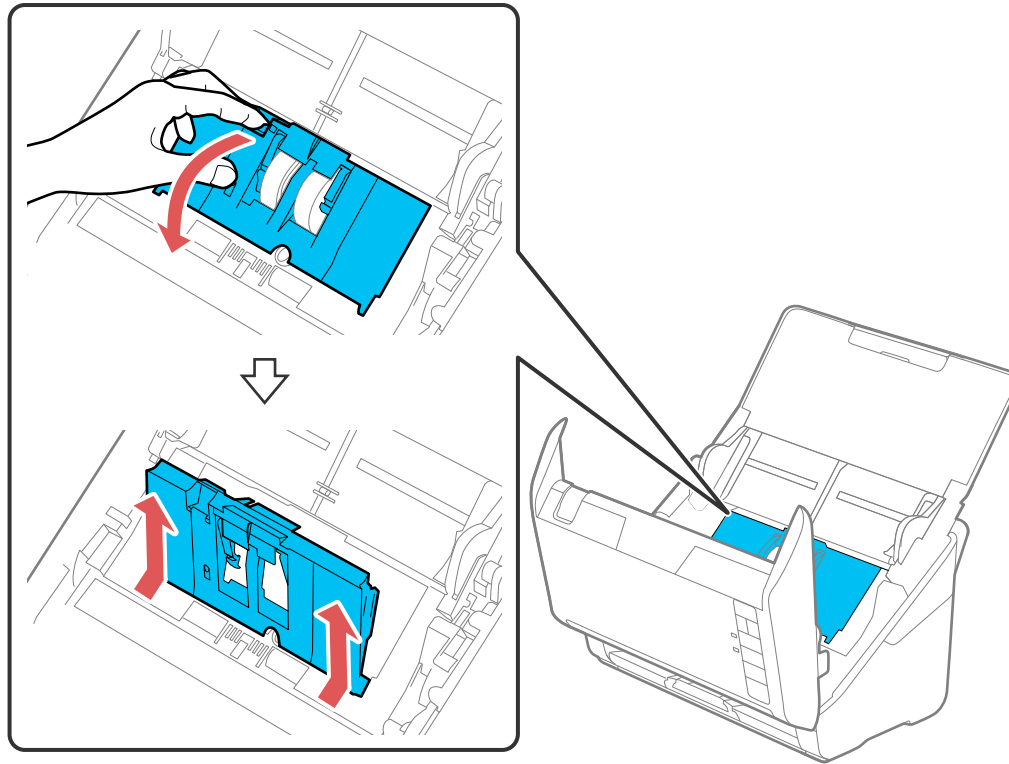
Replace the scanner rollers when the number of scans exceeds the life cycle of the rollers. Check the scanner roller counter to see when you need to replace the rollers.

Note: The illustrations show the ES-500W/ES-500WR, but the instructions are the same for the ES-400.

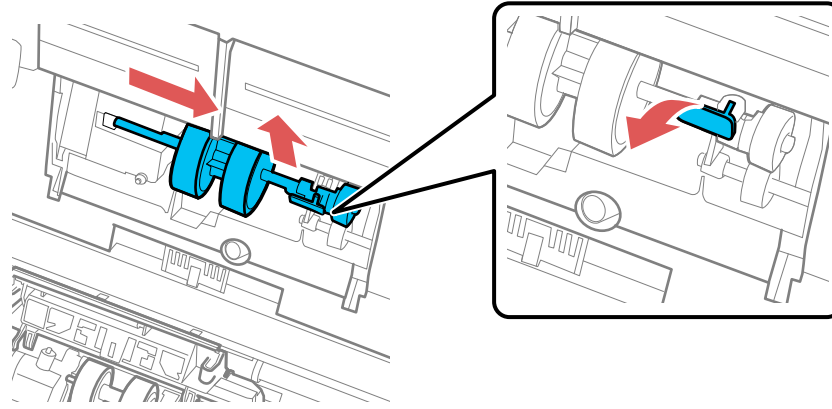
1. Turn off the scanner.
2. Unplug the AC adapter.
3. Disconnect any connected cables.
4. Pull down on the cover open lever and open the scanner cover.



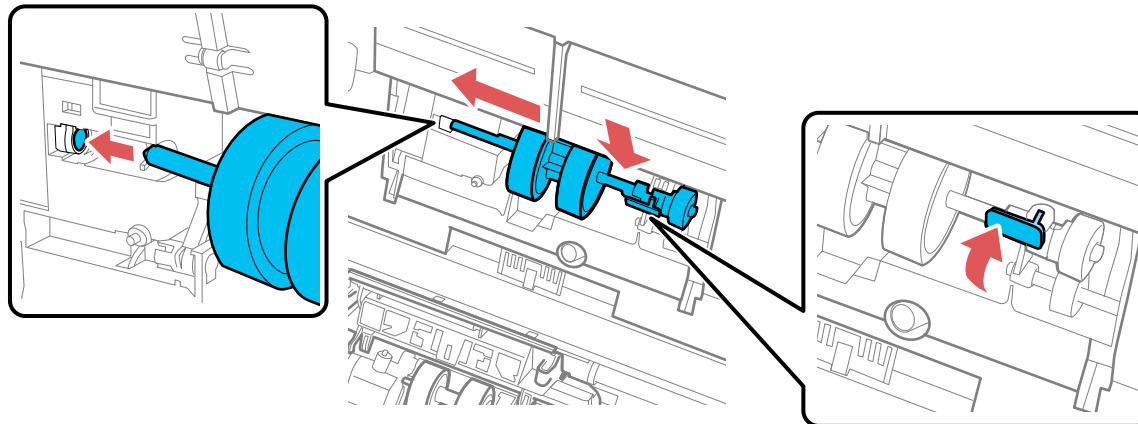
5. Press down on the pickup roller cover latch and pull up the cover to remove it.



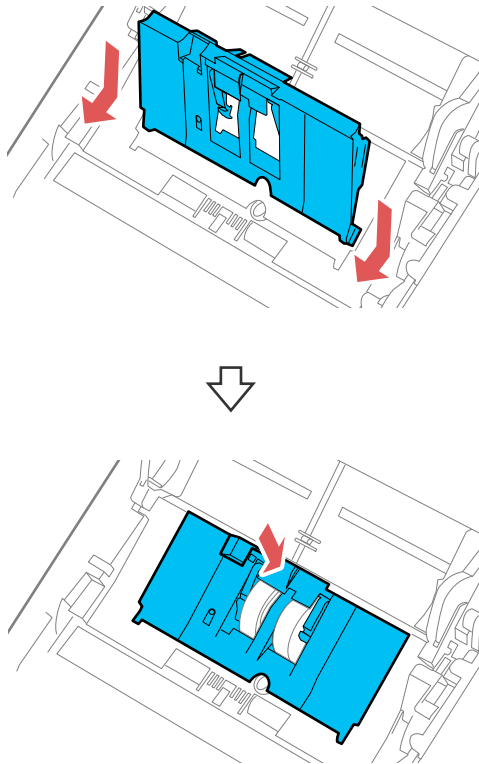
6. Pull down the tab on the pickup rollers and slide the rollers to the right to remove them.



7. To install the new pickup rollers, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the rollers.



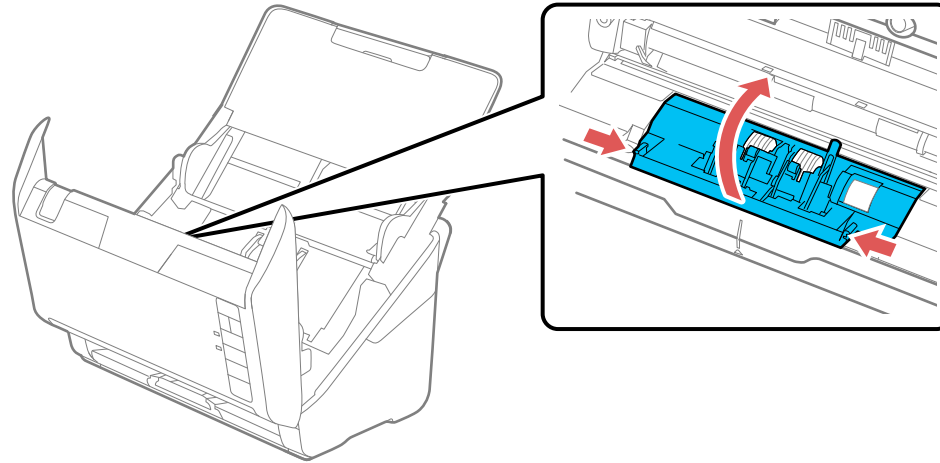
8. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



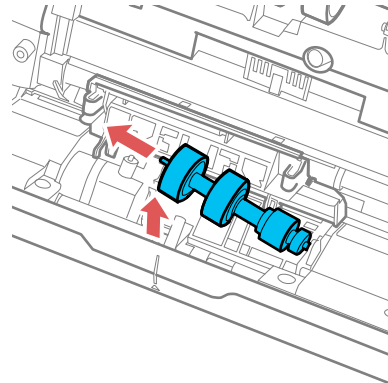
Note: If you are not able to close the cover, the pickup rollers are not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

9. Squeeze the tabs on the sides of the separation roller cover and open the cover.

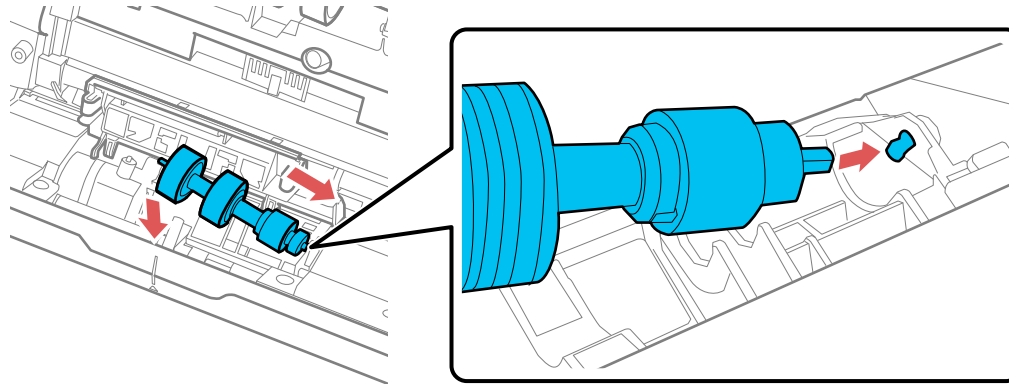
Caution: Be careful not to apply too much force when opening the cover.



10. Slide the separation roller to the left and remove it.



11. To install a new separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.



12. Close the separation roller cover until you hear it click into place.

Note: If you are not able to close the cover, the roller is not installed correctly. Remove the roller and reinstall it, then try to close the cover again.

13. Close the scanner cover.
14. Connect any disconnected cables.
15. Plug in the AC adapter and turn on the scanner.
16. Reset the roller counter.

[Resetting the Scanner Roller Counter](#)

Parent topic: [Cleaning and Transporting Your Scanner](#)

Related references

[User Replaceable Epson Scanner Parts and Accessories](#)



Related tasks

[Checking the Scanner Roller Counter](#)

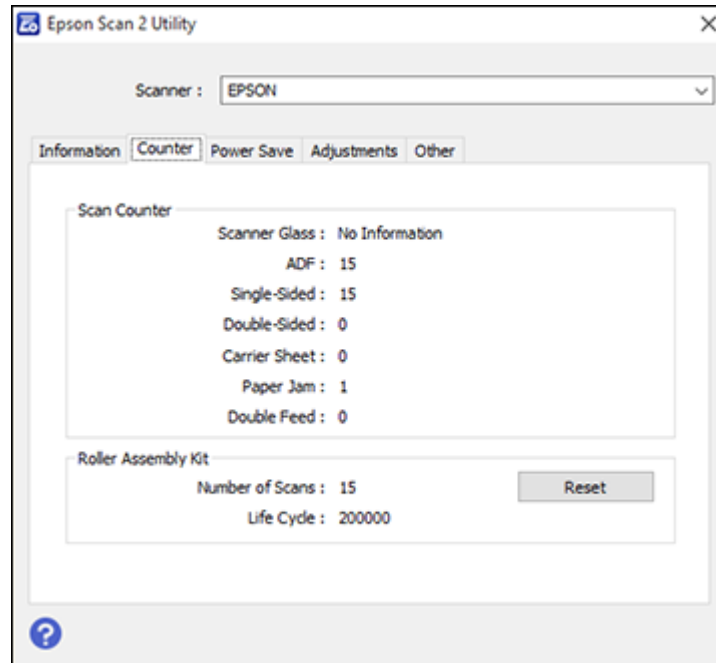
[Resetting the Scanner Roller Counter](#)

Resetting the Scanner Roller Counter

When you replace the scanner rollers, reset the scanner roller counter so you know when you may need to replace the rollers again.

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open the Epson Scan 2 Utility:
 - **Windows 10:** Click  and select **EPSON > Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.
3. Click the **Counter** tab.

You see a screen like this:



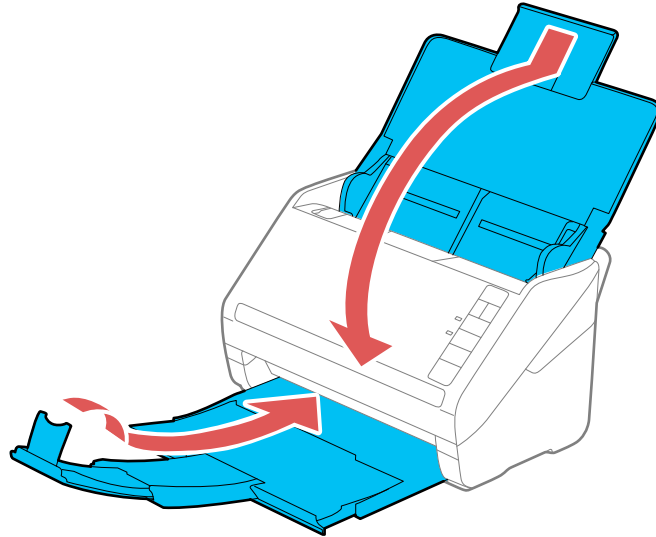
4. Click **Reset**.
The Number of Scans field changes to 0 (zero).
5. Close the Epson Scan 2 Utility.

Parent topic: [Replacing the Scanner Rollers](#)

Transporting Your Scanner

If you need to ship your product, transport it a long distance, or store it for an extended period, prepare it for transportation as described here.

1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.
3. Close the input tray and the output tray.



Note: Make sure the output tray is securely closed.

4. Place the scanner in its original packing materials, if possible, or use equivalent materials with cushioning around the product.

Parent topic: [Cleaning and Transporting Your Scanner](#)

Solving Problems

Check these sections for solutions to problems you may have using your product.

[Scanner Light Status](#)

[Solving Scanning Problems](#)

[Solving Network Scanning Problems](#)

[Solving Scanned Image Quality Problems](#)

[Solving Flatbed Scanner Dock Problems](#)

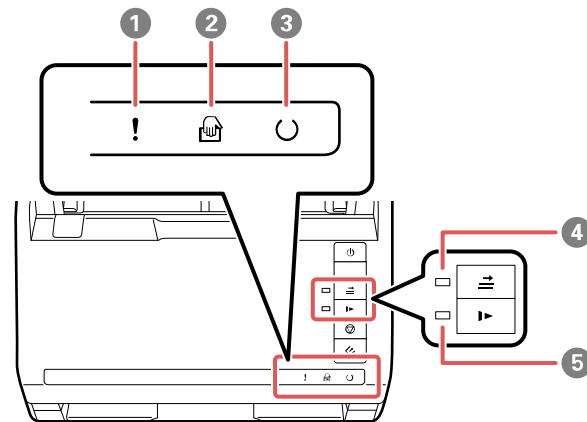
[Uninstall Your Scanner Software](#)




[Where to Get Help](#)

Scanner Light Status

You can often diagnose problems with your scanner by checking its lights.

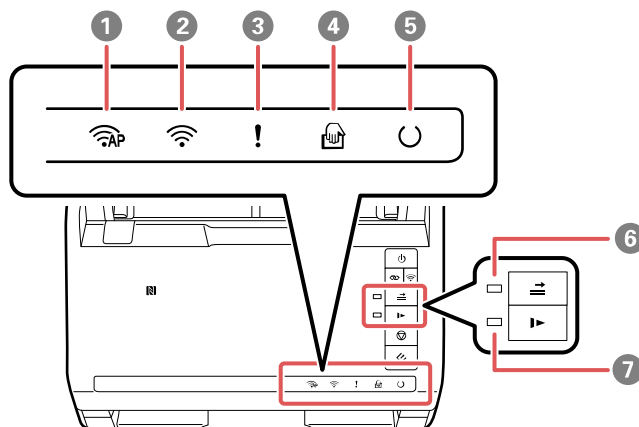
ES-400



- 1 ! error light
- 2  automatic feeding mode light
- 3  ready light
- 4  double feed detection skip light













5 ▶ slow mode light

ES-500W/ES-500WR



- 1 AP mode light
- 2 Wi-Fi light
- 3 error light
- 4 automatic feeding mode light
- 5 ready light
- 6 double feed detection skip light
- 7 slow mode light

Light status	Condition/solution
The ! error light is flashing slowly	A paper jam or a double feed has occurred. Remove any paper loaded in the input tray. If the light continues to flash, a scanner error may have occurred. Turn the scanner off and then back on again. If the error continues, contact Epson for support.
The ! error light is on	The scanner cover is open. Make sure the scanner cover is closed and there is no jammed paper inside.

Light status	Condition/solution
<p>The following lights are flashing quickly:</p> <ul style="list-style-type: none"> • ! error • ◯ ready •  AP mode (ES-500W/ES-500WR) •  Wi-Fi (ES-500W/ES-500WR) 	<p>A fatal error has occurred. Try the following:</p> <ul style="list-style-type: none"> • Check the scanner connection to your computer to make sure it is secure. • Turn the scanner off and then back on again. If the error continues, the scanner may be malfunctioning. Contact Epson for support.
<p>The ◯ ready light is off and the following lights are on:</p> <ul style="list-style-type: none"> • ! error •  automatic feeding mode •  double feed detection skip •  slow mode •  AP mode (ES-500W/ES-500WR) •  Wi-Fi (ES-500W/ES-500WR) 	<p>The firmware update has failed and the scanner is in recovery mode. Try updating the firmware again.</p>
<p>The  Wi-Fi and ! error lights are flashing slowly (ES-500W/ES-500WR)</p>	<p>An access point settings error (security error) has occurred. Press the  stop button to clear the error, restart the devices you want to connect to the network, then reconnect to the network.</p>
<p>The  Wi-Fi light is flashing slowly and ! error light is on (ES-500W/ES-500WR)</p>	
<p>The  Wi-Fi (white) and ! error lights are flashing slowly (ES-500W/ES-500WR)</p>	<p>A network connection error has occurred (the date and time have not been set correctly). Reset the date and time in Web Config.</p>
<p>The ! error and ◯ ready lights are on and the  Wi-Fi light is flashing (ES-500W/ES-500WR)</p>	<p>Wireless scanning from the scanner button has failed. Wait for the lights to go off or stop flashing, restart the devices you want to connect to the network, and reconnect to the network.</p>

Parent topic: [Solving Problems](#)

Related references

[Original Jams in Scanner](#)

[Where to Get Help](#)

Related topics

[Loading Originals](#)

[Wi-Fi Networking](#)

[Scanning](#)

Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

[Scanner Does Not Turn On or Turns Off Unexpectedly](#)

[Scanner Button Does Not Work as Expected](#)

[Scanning Software Does Not Operate Correctly](#)

[Cannot Start Epson Scan 2](#)

[Original Feeds Incorrectly in Scanner](#)

[Original Jams in Scanner](#)

[Scanning is Slow](#)

Parent topic: [Solving Problems](#)

Scanner Does Not Turn On or Turns Off Unexpectedly

If the scanner does not turn on or if it turns off unexpectedly, try these solutions:

- Make sure the AC adapter is securely connected to the scanner and to a working electrical outlet.
- If the scanner turns off unexpectedly, you may need to adjust the **Power Off Timer** setting in the Epson Scan 2 Utility.


Parent topic: [Solving Scanning Problems](#)


Related tasks

[Changing the Power Off and Sleep Timer Settings](#)

Scanner Button Does Not Work as Expected

If the scanner button does not start the correct program or perform the correct action, try these solutions:

- Document Capture Pro (Windows) and Document Capture (Mac) do not support using the  start button to scan over a wireless connection (ES-500W/ES-500WR). Connect the scanner using a USB cable or launch Epson Scan 2 before scanning from the button on your scanner.

Note: If you installed the Epson ScanSmart software, pressing the  start button on your scanner starts Epson ScanSmart instead, over a USB or wireless (ES-500W/ES-500WR) connection. For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.

- Check the USB cable connection between the computer and scanner.
- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.
- Make sure Document Capture Pro (Windows) or Document Capture (Mac) is installed correctly. If necessary, uninstall and reinstall it.
- Make sure you have assigned the correct job to the scanner button and change it, if necessary.
- Check the status of the lights and make sure the scanner is ready to scan.
- When using a wireless connection, start Epson Scan 2 on your computer before scanning from the product (ES-500W/ES-500WR).
- Make sure Epson Scan 2 and other applications are installed correctly. If necessary, uninstall and reinstall it.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Adding and Assigning Scan Jobs with Document Capture Pro - Windows](#)

[Assigning Start Button Settings or Scan Jobs - Mac](#)

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- Make sure the scanner is turned on.

- Make sure the connection between the scanner and your computer is secure.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- If you are using the scanner with the optional Network Interface Unit, make sure the network cable is securely connected.
- If your scanner is connected to one computer via USB and another computer via wireless connection, and Epson Scan 2 is running on the wirelessly connected computer, pressing the ↻ start button on the scanner will save the scanned images to the wirelessly connected computer (ES-500W/ES-500WR).

Parent topic: [Solving Scanning Problems](#)

Related concepts

[Uninstall Your Scanner Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you connected the scanner using a USB cable, make sure it is connected directly to your computer or through only one USB hub.
- Make sure you do not have multiple versions of Epson Scan 2 installed. If you do, uninstall all versions and install one version.
- If you are using the scanner with the optional Epson Network Interface Unit, make sure the network cable is securely connected.

- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

Parent topic: [Solving Scanning Problems](#)

Related concepts

[Uninstall Your Scanner Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Original Feeds Incorrectly in Scanner

If you have problems feeding originals in your scanner, try these solutions:

- If multiple pages feed at once, try the following:
 - Remove the originals, fan the edges to separate the sheets, if necessary, and reload them.
 - Load fewer originals at a time.
 - Load only originals that meet the specifications for your scanner.
 - Clean inside the scanner and replace the roller assembly kit, if necessary.
 - Scan the originals one by one using the **Automatic Feeding Mode** setting in Epson Scan 2.
 - Press the **▶** slow mode button to slow down the scanning speed.
- If you see a double feed error in the Epson Scan 2 window or the Document Capture Pro window (Windows only), start Epson Scan 2, select the **Main Settings** tab, select the **Detect Double Feed** setting, and select **Off**.

Note: On a Mac, only Epson Scan 2 displays double feed errors. Document Capture for Mac does not include this setting.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Cleaning Inside Your Scanner](#)

Related topics

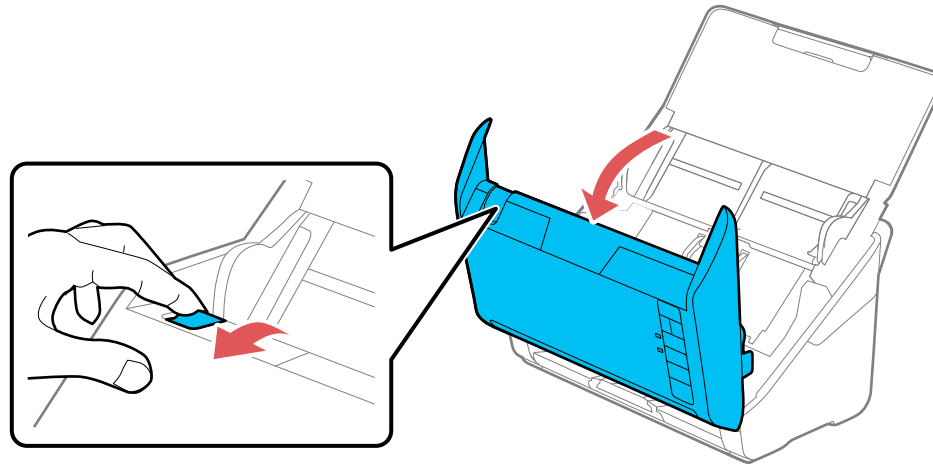
[Loading Originals](#)

Original Jams in Scanner

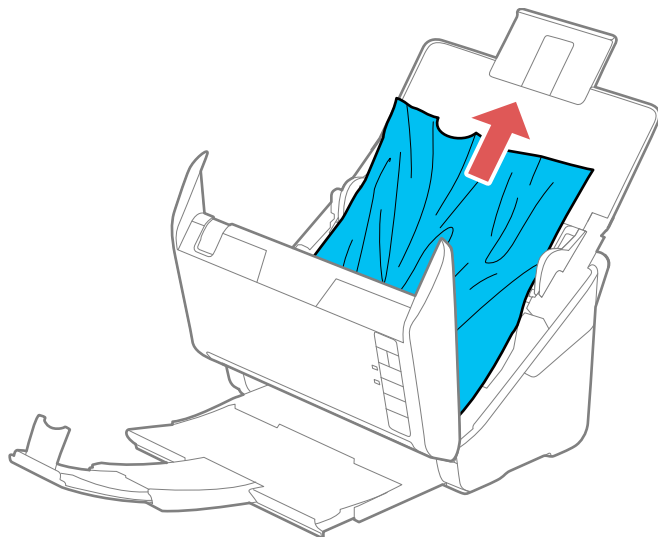
If an original has jammed inside the scanner, follow these steps:

Note: The illustrations show the ES-500W/ES-500WR, but the instructions are the same for the ES-400.

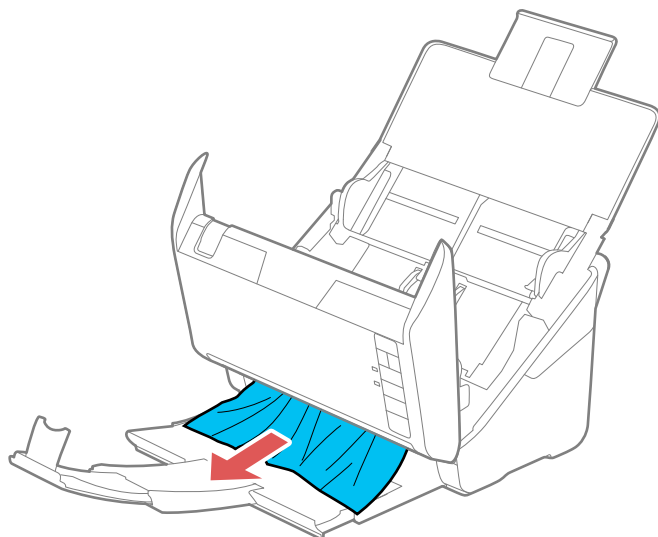
1. Turn off your scanner.
2. Remove all originals from the input tray.
3. Pull down the cover open lever and open the scanner cover.



4. Gently pull out any jammed originals from inside the scanner.



5. Gently pull out any jammed originals from the output tray.



6. Close the scanner cover.
7. Carefully follow all loading instructions when you reload originals.

If originals jam in the scanner frequently, try the following:

- Press the **▶** slow mode button to slow down the scanning speed.
- Close the output tray and let the originals fall freely onto the surface below the scanner.
- If the roller counter is nearing end of life, replace the roller assembly kit.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Cleaning Inside Your Scanner](#)

Related topics

[Loading Originals](#)

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.
- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.
- Make sure slow mode is turned off.
- If you are running virus protection or other security software, exclude the TWAIN.log files from monitoring or set the TWAIN.log file as read only (Windows). See your virus protection or security software instructions for details. The TWAIN.log file is saved in C:\Users\<(user name)\AppData\Local\Temp.

Note: You may need to unhide system folders to view files in that location.

Parent topic: [Solving Scanning Problems](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Solving Network Scanning Problems

Check these solutions if you have problems scanning over a network (ES-500W/ES-500WR).



[Cannot Scan Over a Network](#)


[Scanner Cannot Connect to a Wireless Router](#)

Parent topic: [Solving Problems](#)

Cannot Scan Over a Network

If you cannot start Epson Scan 2 when scanning over a network, try these solutions:

- If you cannot scan from the  start button on the scanner, make sure you restarted your computer after installing the scanning software. Also start Epson Scan 2 before scanning with the  start button.
- Document Capture Pro (Windows) and Document Capture (Mac) do not support starting a scan from the scanner button over a wireless network (ES-500W/ES-500WR). Launch Epson Scan 2 before scanning from the scanner button over a network.

Note: If you installed the Epson ScanSmart software, pressing the  start button on your scanner starts Epson ScanSmart instead, via a USB or wireless (ES-500W/ES-500WR) connection. For instructions on scanning with Epson ScanSmart, see the help information in Epson ScanSmart or [click here](#) to access the *Epson ScanSmart User's Guide*.

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.
- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your scanner, turn it back on, and try starting Epson Scan 2 again.
- Check the network connection setting in the Epson Scan 2 Utility.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- If you see the message "Network product is not available: currently being used by user", there may be a communication error between the scanner and computer. Restart the scanner.
- Epson Scan 2 does not support networks that use only IPv6. Use Epson Scan 2 on a network that supports IPv4.
- If the Firewall function is active, the scanner may not be discovered by the Epson Scan 2 Utility. Open the Epson Scan 2 Utility, enter the IP address for your scanner, and click **Add**.

Parent topic: [Solving Network Scanning Problems](#)

Related topics

[Wi-Fi Networking](#)

Scanner Cannot Connect to a Wireless Router

If your scanner has trouble finding or connecting to a wireless router, try these solutions:

- If you are connecting the scanner via Wi-Fi Protected Setup (WPS), make sure you activate WPS on your scanner within 2 minutes of activating WPS discovery mode on the router by pressing the WPS button or enabling the WPS setting in your router firmware.
- Make sure to place your scanner within contact range of your router. Avoid placing your scanner near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions. Be sure to connect your scanner only to a 2.4 GHz network name (SSID).

- Verify that your router is operating correctly by connecting to it from your computer or another device.
- You may need to temporarily disable your firewall and any anti-virus software on your wireless router. Then try scanning again. You can also unblock your scanner driver or network address in your firewall or anti-virus software.
- Check to see if access restrictions, such as MAC address filtering, are set on the router. If access restrictions are set, add your scanner's MAC address to your router's address list. To obtain your scanner's MAC address, check the label on the back or bottom of your scanner. Then follow the instructions in your router documentation to add the address to the list.
- If your router does not broadcast its network name (SSID), follow the instructions that came with your scanner to enter your wireless network name manually.
- If your router has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- The scanner may not be able to communicate with a computer with multiple network interfaces. Disable all network interfaces except for the interface connected to the scanner.
- Enable the DHCP function on the access point or router.

- Check that the scanner's IP address is set correctly.

Parent topic: [Solving Network Scanning Problems](#)

Related topics

[Wi-Fi Networking](#)

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

[Back of Original Image Appears in Scanned Image](#)

[Scanned Characters are Blurry](#)

[Characters are not Recognized During Conversion to Editable Text \(OCR\)](#)

[Ripple Patterns Appear in an Image](#)

[Spots or Lines Appear in All Scanned Images](#)

[Scanned Image is Cropped](#)

[Resetting the Epson Scan 2 Settings](#)

Parent topic: [Solving Problems](#)

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, make sure you selected the correct Image Type setting for your original and select the **Text Enhancement** setting in Epson Scan 2. You can also select the **Remove Background** setting in Epson Scan 2.

Note: If you select **Color** as the Image Type setting, you can change the level from Standard to High to remove more of the background.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Scanned Characters are Blurry

If characters in your scanned images are blurry, try these solutions:

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

- Operate the scanner on a flat, stable surface.
- Make sure the originals are ejecting properly.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - Select the **Text Enhancement** setting.
 - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting.
 - Increase the **Resolution** setting.
 - Set the **Image Type** to **Grayscale**.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Characters are not Recognized During Conversion to Editable Text (OCR)

If characters in your scanned images are not recognized during OCR conversion, try these solutions:

- Make sure your original is loaded straight on your product.
- Use an original with clear text.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - Select the correct **Image Type** setting.
 - Select or adjust the **Text Enhancement** setting.
 - If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting.
 - Set the **Image Type** to **Grayscale**.
- Set the scanning resolution between 200 and 600 dpi.
- If the original document is in landscape mode, set the **Rotate** setting to **Auto** in Epson Scan 2.
- If you are using OCR software, check the manual for any additional adjustments.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these Epson Scan 2 settings (if available) and try scanning again:

- Select the **Descreening** setting.
- Select a lower **Resolution** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Spots or Lines Appear in All Scanned Images

If spots or lines appear in all your scanned images, clean the rollers and glass scanning surfaces inside your scanner using a genuine Epson cleaning kit or a soft, moist cloth.

Parent topic: [Solving Scanned Image Quality Problems](#)


Related tasks

[Cleaning Inside Your Scanner](#)

Scanned Image is Cropped

If the edges of a scanned image are cropped, try the following solutions:

- Select **Auto Detect** or **Auto Detect (Long Paper)** as the Document Size setting in Epson Scan 2, Document Capture Pro, or Document Capture.
- In Epson Scan 2, select the **Main Settings** tab. Select **Document Size > Settings** and adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- **Document Capture Pro (Windows):** Select **Detailed Settings** from the Scan window. Select **Document Size > Settings** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

- **Document Capture (Mac):** Click the  Scan button and select **Main Settings** from the Scan window. Select **Document Size** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- In Epson Scan 2, select the **Advanced Settings** tab. Set the **Edge Fill** setting to **None**.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Scanning in Epson Scan 2](#)



[Scanning with Document Capture Pro in Standard View](#)

[Scanning with Document Capture Pro in Simple View](#)

[Scanning with Document Capture - Mac](#)

Resetting the Epson Scan 2 Settings

If you continue to experience image quality problems after trying all possible solutions, you may need to reset the Epson Scan 2 settings using the Epson Scan 2 Utility.

1. Do one of the following to start the Epson Scan 2 Utility:
 - **Windows 10:** Click  > **EPSON** > **Epson Scan 2 Utility**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.
2. Click the **Other** tab.
3. Click **Reset**.

Note: If resetting the Epson Scan 2 settings does not solve your problem, uninstall Epson Scan 2 and re-install it.

Parent topic: [Solving Scanned Image Quality Problems](#)

Solving Flatbed Scanner Dock Problems

Check these solutions if you have problems scanning with the optional flatbed scanner dock (ES-400).

[Scanned Image Edges are Cropped](#)

[Line of Dots Appears in All Scanned Images](#)
[Back of Original Image Appears in Scanned Document](#)
Parent topic: [Solving Problems](#)

Scanned Image Edges are Cropped

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

Parent topic: [Solving Flatbed Scanner Dock Problems](#)

Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

Caution: Do not spray glass cleaner directly on the scanner glass.

Parent topic: [Solving Flatbed Scanner Dock Problems](#)

Back of Original Image Appears in Scanned Document

If an image from the back of a thin original appears in your scanned image, try the following solutions:

- Place a piece of black paper on the back of the original and scan it again.
- Make sure you selected the correct Image Type setting for your original and select the **Text Enhancement** setting in Epson Scan 2.

Parent topic: [Solving Flatbed Scanner Dock Problems](#)

Related references

[Image Format Options](#)

Related tasks

[Scanning in Epson Scan 2](#)

Uninstall Your Scanner Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.



[Uninstalling Scanner Software - Windows](#)

Uninstalling Scanner Software - Mac

Parent topic: [Solving Problems](#)

Uninstalling Scanner Software - Windows

You can uninstall and then re-install your scanner software to solve certain problems.

1. Turn off the scanner.
2. Disconnect any interface cables.
3. Do the following to uninstall each of your scanning software programs, then follow any on-screen instructions:
 - **Windows 10:** Click  and select  (Settings) > **Apps > Apps & features**. Select the scanner software program and click **Uninstall**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Programs > Programs and Features**. Select the scanner software program and click **Uninstall/Change**.
 - **Windows 7:** Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select the scanner software program and click **Uninstall/Change**.
4. Restart your computer, then see the *Start Here* sheet to re-install your software.

Note: If you find that re-installing your scanner software does not solve a problem, contact Epson.

Parent topic: [Uninstall Your Scanner Software](#)

Uninstalling Scanner Software - Mac

In most cases, you do not need to uninstall your scanner software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your scanner software as described here.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.
2. Follow the instructions on the screen to install the Uninstaller utility.
3. Quit all applications currently running on your Mac.
4. Double-click the **Uninstaller** icon.
5. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.

6. Click **Uninstall**.
7. Follow the on-screen instructions to uninstall the software.
8. To reinstall your scanner software, see the *Start Here* sheet for instructions.

Note: If you find that re-installing your scanner software does not solve a problem, contact Epson.

Parent topic: [Uninstall Your Scanner Software](#)

Where to Get Help

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

Internet Support

Visit Epson's support website at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product for solutions to common problems with your product. You can download utilities 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) 276-4382, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
- Canada: (905) 709-3839, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday

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

Note: For help using any other software on your system, see the documentation for that software for technical support.

Purchase Supplies and Accessories

You can purchase genuine Epson accessories at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean sales). You can also purchase accessories 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.

Parent topic: [Solving Problems](#)

Technical Specifications

These sections list the technical specifications for your scanner.

Note: Epson offers a recycling program for end of life Epson products. Please go to [this site](#) (U.S) or [this site](#) (Canada) for information on how to return your Epson products for proper disposal.

[Windows System Requirements](#)

[Mac System Requirements](#)

[General Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Network Interface Specifications \(ES-500W/ES-500WR\)](#)

[Flatbed Scanner Dock Specifications \(ES-400\)](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

- Windows 10
- Windows 8.x
- Windows 7

Note: For the latest product software available for your operating system, visit the Epson support site at [epson.com/support](#) (U.S.), [epson.ca/support](#) (Canada), or [epson.com.jm/support](#) (Caribbean), select your product, and select **Downloads**.

Parent topic: [Technical Specifications](#)

Mac System Requirements

To use your product and its software, your Mac should use one of these operating systems:

- macOS 10.13.x

- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.x
- OS X 10.8.x
- OS X 10.7.x
- OS X 10.6.8

To use the Epson ScanSmart software, your Mac must use one of these operating systems:

- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x

Note: The UNIX File System (UFS) for OS X and Fast User Switching on OS X is not supported.

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean), select your product, and select **Downloads**.

Parent topic: [Technical Specifications](#)

General Specifications

Scanner type	Sheet feed, one pass duplex, color
Photoelectric device	CIS
Effective pixels	5100 × 9300 pixels at 600 dpi 2500 × 64,500 pixels at 300 dpi

Document size	<p>Maximum: 8.5 × 240 inches (215.9 × 6096 mm)</p> <p>Minimum: 2 × 2 inches (50.8 × 50.8 mm)</p> <p>With Epson ScanSmart (ES-500WR):</p> <ul style="list-style-type: none"> • Receipts scanned at 301 dpi or more: up to 8.5 × 15.5 inches (215.9 × 393.8 mm) • Receipts scanned at 300 dpi or less: up to 3.14 × 26 inches (79 × 660 mm) at a width of 3.14 inches (79 mm) or less • Receipts scanned at 300 dpi or less: up to 8.5 × 36 inches (215.9 × 914.4 mm) at a width of 3.15 inches (80 mm) or more
Paper input	Facedown loading
Paper output	Facedown ejection
Paper capacity	50 sheets of paper at 21 lb (80 g/m ²) weight
Scanning resolution	600 dpi (main scan) 600 dpi (sub scan)
Output resolution	75 to 1200 dpi in 1 dpi increments 75 to 300 dpi if length is 15.5 inches (393.7 mm) to 215 inches (5461.0 mm) 75 to 200 dpi if length is 215 inches (5461.1 mm) to 240 inches (6096.0 mm)
Color Depth	<p>Color:</p> <p>30 bits per pixel internal (10 bits per pixel per color)</p> <p>24 bits per pixel external (8 bits per pixel per color)</p> <p>Grayscale:</p> <p>10 bits per pixel internal</p> <p>8 bits per pixel external</p> <p>Black-and-white:</p> <p>10 bits per pixel internal</p> <p>1 bit per pixel external</p>

Interface*	SuperSpeed USB 3.0 (backward-compatible with USB 1.1) IEEE802.11b/g/n (ES-500W/ES-500WR) Ethernet 1000BASE-T/100BASE-TX/10BASE-T (via optional Network Interface Unit) NFC Simple Tag (ES-500W/ES-500WR); no interface with scanner controller; Android 4.0 or later required)
Light source	RGB LED

* You cannot use a USB and network connection at the same time.

Parent topic: [Technical Specifications](#)

Dimension Specifications

Height	6.9 inches (176 mm)
Width	11.7 inches (296 mm)
Depth	6.7 inches (169 mm)
Weight	8.2 lb (3.7 kg)

Note: Dimensions do not include projecting parts.

Parent topic: [Technical Specifications](#)

Electrical Specifications

Scanner

Note: Check the label on the scanner and the AC adapter for voltage information. Power consumption varies depending on operating conditions or whether an option is installed.

Rated DC input power supply voltage	DC 24 V
Rated DC input current	2 A

Power consumption (USB connection)	Operating: 17 W (approximate) Ready mode: 9.2 W (approximate) Sleep mode: 1.2 W (approximate) Power off mode: 0.1 W (approximate)
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AC Adapter

AC adapter model	100 to 240 V model: A471H 220 to 240 V model: A472E
Rated input current	1.2 A
Rated frequency range	50 to 60 Hz
Rated output power supply voltage	DC 24 V
Rated output current	2 A

Parent topic: [Technical Specifications](#)

Environmental Specifications

Temperature	Operating: 41 to 95 °F (5 to 35 °C) Storage: -13 to 140 °F (-25 to 60 °C)
Humidity (non-condensing)	Operating: 15 to 80% RH Storage: 15 to 85% RH
Operating conditions	Ordinary office or home conditions

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

Parent topic: [Technical Specifications](#)

Network Interface Specifications (ES-500W/ES-500WR)

Wi-Fi

Wireless LAN standard	IEEE802.11 b/g/n
Wireless security	WPA2-PSK (AES); WPA2 compliant support for WPA/WPA2 Personal WPA2-Enterprise; WPA2 compliant with support for WPA/WPA2 Enterprise WEP (64/128 bit)
Frequency range	2.4 GHz
Communication mode	Infrastructure mode Ad hoc mode; not supported for IEEE802.11n AP mode; not supported for IEEE802.11b
Radio frequency power transmitted	Maximum 17 dBm (EIRP)

Note: AP mode and Wi-Fi connection can be used at the same time.

Security Protocol

SSL/TLS	HTTPS (Server/Client) SMTPS (Client) STARTTLS Root certificate (Client) Root certificate updating (Client) CA-signed certificate (Server) CA certificate (Server) CSR generation (Server) Self-signed certificate (Server) EC key CSR/self-signed certificate generation (Server) Certificates/Secret key imports (Server)
Authentication for email sending	POP before SMTP, APOP, SMTP Authentication
MIB accessing Authentication/Encryption	SNMPv3

Parent topic: [Technical Specifications](#)

Flatbed Scanner Dock Specifications (ES-400)

Interface	Hi-Speed USB
Rated DC input power supply voltage	DC 24 V
Dimensions (when assembled with a sheet feed scanner and a flatbed scanner)	Width: 11.8 inches (300 mm) Depth: 18.9 inches (481 mm) Height 9.6 inches (245 mm)
Weight	Approximately 2.4 lb (1.1 kg)
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage: -4 to 140 °F (-20 to 60 °C)

Humidity Operating: 20 to 80%
(non-condensing) Storage: 20 to 85%

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

Scanner

United States EMC: FCC part 15 Subpart B class B
Canada EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

AC Adapter (A471H)

United States Safety: UL60950-1
EMC: FCC part 15 Subpart B class B
Canada Safety: CAN/CSA C22.2 No. 60950-1
EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment contains the following wireless module: (ES-500W/ES-500WR)

- Manufacturer: Askey Computer Corporation.
- Type: WLU6320-D69 (RoHS)

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).

Parent topic: [Technical Specifications](#)

Notices

Check these sections for important notices about your scanner.

Note: Epson offers a recycling program for end of life Epson products. Please go to [this site](#) (U.S) or [this site](#) (Canada) for information on how to return your Epson products for proper disposal.

[Important Safety Instructions](#)

[Restrictions on Copying](#)

[Default Delay Times for Power Management for Epson Products](#)

[Binding Arbitration and Class Waiver](#)

[Trademarks](#)

[Copyright Notice](#)

Important Safety Instructions

Follow these safety instructions when setting up and using the scanner:

- Read all these instructions, and follow all warnings and instructions marked on the scanner.
- Place the scanner close enough to the computer for the interface cable to reach it easily.
- Do not use with wet hands.
- 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.
- Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- 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 at least 3.9 inches (10 cm) between the back of the product and the wall.
- After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- Do not place or store the scanner outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

- Never disassemble, modify, or attempt to repair the scanner or a scanner option by yourself except as specifically explained in this guide.

Caution: Radio waves from this product may adversely affect the operation of medical equipment, airplanes, or automatically controlled devices, such as pacemakers, automatic doors, or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

AC Adapter

- Do not place or store the AC adapter outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- Place the scanner and the AC adapter near an electrical outlet where the adapter can be easily unplugged.
- The AC power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.
- Do not place objects on top of the AC power cord and do not allow the AC adapter or the power cord to be stepped on or run over. Be particularly careful to keep the AC power cord straight at the end and the point where it enters the AC adapter.
- Use only the AC adapter that comes with your scanner. Using any other adapter could cause fire, electrical shock, or injury.
- Use only the power cord that comes with your scanner. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- The AC adapter is designed for use with the scanner 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 AC adapter's label, and always supply power directly from a standard domestic electrical outlet with the AC adapter that meets the relevant local safety standards.
- 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 scanner, 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 by yourself except as specifically explained in the scanner's guides.
- 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 scanner 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 scanner or the AC adapter; the scanner or the AC adapter has been dropped or the case has been damaged; the scanner 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 scanner and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners.
- If you are not going to use the scanner for a long period, be sure to unplug the AC adapter from the electrical outlet.

USB

- The USB cable should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.
- Do not place objects on top of the USB cable and do not allow the cable to be stepped on or run over. Be particularly careful to keep the USB cable straight at the end.
- Unplug the scanner and the USB cable, and refer servicing to qualified service personnel under the following conditions: Liquid has entered the scanner; the scanner has been dropped or the case has been damaged; the scanner does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)

Parent topic: [Notices](#)

Restrictions on Copying

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

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.

Restriction on disassembling and decompiling

You may not disassemble, decompile, or otherwise attempt to derive the source code of any software included with this product.

Parent topic: [Notices](#)

Default Delay Times for Power Management for Epson Products

This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

Parent topic: [Notices](#)

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 Disputes. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6, that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 Binding Arbitration. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED.**

Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement

memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 Pre-Arbitration Steps and Notice. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days, you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILEgal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 Small Claims Court. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

1.6 Arbitration Procedure. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at <http://www.jamsadr.com> or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award

declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at <http://www.jamsadr.com> ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks \$75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you \$1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

1.8 Amendments to Section 1. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 Severability. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: [Notices](#)

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