EPSON

# ES-590W

# User's Guide


Product Features

Scanner Basics

Specifications and Placing of Originals

Scanning

Maintenance

Solving Problems


NPD7755-02 EN

# Contents


## About This Manual

Introduction to the Manuals. . . . . 7
Marks and Symbols. . . . . 7
Descriptions Used in this Manual. . . . . 7
Operating System References. . . . . 8
Copyright. . . . . 8
Trademarks. . . . . 8

## Important Instructions

Safety Instructions. . . . . 11
Restrictions on Copying. . . . . 12
Advisories and Warnings for Using the Touchscreen. . . . . 12
Advisories and Warnings for Connecting to the Internet. . . . . 13
Protecting Your Personal Information. . . . . 13
Notes on the Administrator Password. . . . . 13
- Initial Administrator Password. . . . . 13
- Operations that Require the Administrator Password. . . . . 13
- Changing the Administrator Password. . . . . 14
- Resetting the Administrator Password. . . . . 14

## Product Features

Three Elements of a Network Scanner that are Useful for Business. . . . . 16
Sending Scanned Images Simply by Operating the Touch Screen (Scan to Features). . . . . 17
Paper Protection to Reduce Damage to the Originals. . . . . 18
Notification of Dirt on the Glass Surface. . . . . 18

## Scanner Basics

Part Names and Functions. . . . . 21
Control Panel. . . . . 23
- Buttons and Light. . . . . 23
- Basic Screen Composition. . . . . 23

Inserting and Removing an External USB Device. . . 27
- Inserting an External USB Device. . . . . 27
- Removing an External USB Device. . . . . 27

Administrator Password for the Device. . . . . 28
- Initial Administrator Password. . . . . 28
- Operations that Require the Administrator Password. . . . . 28
- Changing the Administrator Password. . . . . 28
- Resetting the Administrator Password. . . . . 29

Information on Applications. . . . . 29
- Application for Scanning from a Computer (Epson ScanSmart). . . . . 29
- Application for Scanning from Smart Devices (Epson Smart Panel). . . . . 29
- Application for Updating Software and Firmware (EPSON Software Updater). . . . . 30
- Application for Configuring Scanner Operations (Web Config). . . . . 30
- Application for Setting up the Device on a Network (EpsonNet Config). . . . . 32
- Software for Managing Devices on the Network (Epson Device Admin). . . . . 32
- Application for Creating Driver Packages (EpsonNet SetupManager). . . . . 33

Option Items and Consumables Information. . . . . 33
- Carrier Sheet Codes. . . . . 33
- Roller Assembly Kit Codes. . . . . 34
- Cleaning Kit Codes. . . . . 34

## Specifications and Placing of Originals

General Specifications for Originals being Scanned. 36
- Specifications for Originals Using the Carrier Sheet. . . . . 37

Types of Originals that Require Attention. . . . . 37
Types of Originals that Must Not be Scanned. . . . . 38
Specifications and Placing of Originals. . . . . 39
- Standard Size Originals. . . . . 39
- Long Paper. . . . . 44
- Receipts. . . . . 48
- Plastic Cards. . . . . 50
- Laminated Cards. . . . . 53
- Large Size Originals. . . . . 56
- Irregular Shaped Originals. . . . . 59
- Photographs. . . . . 62
- Envelopes. . . . . 64
- Mixture of Originals. . . . . 67

## Scanning

Scanning Using the Control Panel. . . . . 72
- Save to Computer. . . . . 72

Save to Network Folder. . . . . 73
Send via Email. . . . . 79
Send to the Cloud. . . . . 85
Save to Memory Device. . . . . 91
Use WSD Functions. . . . . 95
Available File Format and Image Type combinations. . . . . 96
Scanning Using Presets Settings. . . . . 97
Scanning from a Computer. . . . . 98
Scanning Using Epson ScanSmart. . . . . 98
Scanning Different Sizes or Types of Originals One by One Continuously (Automatic Feeding Mode). . . . . 102
Scanning from a Smart Device. . . . . 105
Scanning Using Epson Smart Panel. . . . . 105

## Required Settings for Scanning

Connecting the Scanner to the Network. . . . . 107
Configuring Wi-Fi Settings from the Control Panel 107
Setting Up Scanning from the Control Panel (the Scan to Features). . . . . 107
Creating a Network Folder. . . . . 108
Registering an Email Server. . . . . 113
Enabling SMTP AUTH in Exchange Online. . . . 115
Setting Up OAuth2.0 Authentication for the Email Server. . . . . 115
Checking an Email Server Connection. . . . . 117
Making Contacts Available. . . . . 118
Function Comparison by Registration Tool. . . . 119
Registering a Destination to Contacts. . . . . 119
Registering Destinations as a Group Using Web Config. . . . . 123
Exporting and Importing Your Contacts. . . . . 124
Cooperation between the LDAP Server and Users. . . . . 127
Registering User-defined Sizes in Web Config. . . . 130

## Customizing the Control Panel Display

Registering Presets. . . . . 132
Menu Options of Presets. . . . . 133
Editing the Home Screen of the Control Panel. . . . 134
Changing the Layout of the Home Screen. . . . . 134
Add Icon. . . . . 135
Remove Icon. . . . . 136
Move Icon. . . . . 136

## Menu Options for Settings

Basic Settings. . . . . 139
LCD Brightness. . . . . 139
Sounds. . . . . 139
Sleep Timer. . . . . 139
Power Off Settings. . . . . 139
Date/Time Settings. . . . . 139
Language. . . . . 139
Keyboard. . . . . 139
Operation Time Out. . . . . 139
PC Connection via USB. . . . . 140
Direct power on. . . . . 140
Scanner Settings. . . . . 140
Edit Home. . . . . 141
User Settings. . . . . 142
Network Settings. . . . . 142
Wi-Fi Setup:. . . . . 142
Network Status. . . . . 143
Advanced. . . . . 143
Web Service Settings. . . . . 143
Contacts Manager. . . . . 143
System Administration. . . . . 144
Contacts Manager. . . . . 144
Admin Settings. . . . . 144
Password Encryption. . . . . 144
Program Verification on Start Up. . . . . 144
Customer Research. . . . . 144
WSD Settings. . . . . 144
Restore Default Settings. . . . . 144
Firmware Update:. . . . . 145
Device Information. . . . . 145
Scanner Maintenance. . . . . 146
Roller Replacement Alert Setting. . . . . 146
Regular Cleaning Alert Settings. . . . . 146

## Maintenance

Cleaning Outside the Scanner. . . . . 148
Cleaning Inside the Scanner. . . . . 148
Replacing the Roller Assembly Kit. . . . . 153
Resetting the Number of Scans After Replacing the Rollers. . . . . 158
Energy Saving. . . . . 158
Transporting the Scanner. . . . . 158
Updating Applications and Firmware. . . . . 159
Updating the Scanner's Firmware using the Control Panel. . . . . 160
Updating Firmware Using Web Config. . . . . 161

Updating Firmware without Connecting to the Internet. . . . . 161

## Solving Problems

Problems with the Scanner. . . . . 164
Checking Error Messages on the Control Panel. 164
The Scanner Does Not Turn On. . . . . 165
The Scanner Turns Off Unexpectedly. . . . . 165
Forgot Your Administrator's Password. . . . . 165
Problems when Preparing Network Scanning. . . . 165
Hints to Solving Problems. . . . . 165
Cannot Access Web Config. . . . . 166
Problems Starting Scanning. . . . . 167
Cannot Start Scanning from Computer. . . . . 167
Cannot Start Scanning from Smart Device. . . . . 172
Cannot Save Scanned Images to the Shared Folder. . . . . 174
Cannot Send Scanned Images to the Cloud. . . . 175
Cannot Send Scanned Images to an Email. . . . . 176
Paper Feeding Problems. . . . . 178
Multiple Originals Are Fed (Double Feed). . . . . 178
Removing Jammed Originals from the Scanner. 178
Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently. 180
Paper Protection Does not Work Correctly. . . . 181
The Originals Get Dirty. . . . . 182
Scanning Speed Slows Down when Scanning Continuously. . . . . 182
Scanning Takes a Long Time. . . . . 182
Scanned Image Problems. . . . . 182
Lines (Streaks) Appear when Scanning from ADF. . . . . 182
Alert About Stains Inside the Scanner Still Appears. . . . . 183
Colors Are Uneven in the Scanned Image. . . . . 183
Expanding or Contracting the Scanned Image Using the ADF. . . . . 183
Offset Appears in the Background of Images. . . 184
Scanned Image or Text is Blurred. . . . . 184
Moiré Patterns (Web-Like Shadows) Appear. . . 185
The Edge of the Original is Not Scanned when Automatically Detecting the Size of the Original. . . . . 186
Character is not Recognized Correctly. . . . . 186
Cannot Solve Problems in the Scanned Image. . 187
Uninstalling and Installing Applications. . . . . 187
Uninstalling Your Applications. . . . . 187
Installing Your Applications. . . . . 189

## Adding or Replacing the Computer or Devices

Connecting to a Scanner that has been Connected to the Network. . . . . 191
Using a Network Scanner from a Second Computer. . . . . 191
Using a Network Scanner from a Smart Device. 191
Connecting a Smart Device and Scanner Directly (Wi-Fi Direct). . . . . 192
About Wi-Fi Direct. . . . . 192
Connecting to a Smart Device using Wi-Fi Direct. . . . . 192
Disconnecting Wi-Fi Direct (Simple AP) Connection. . . . . 193
Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID. . . . . 193
Resetting the Network Connection. . . . . 194
When Replacing the Wireless Router. . . . . 194
When Changing the Computer. . . . . 195
Changing the Connection Method to the Computer. . . . . 196
Configuring Wi-Fi Settings from the Control Panel. . . . . 196
Checking the Network Connection Status. . . . . 196
Checking the Network Connection Status from the Control Panel. . . . . 197
Checking the Network of the Computer (Windows only). . . . . 198

## Administrator Information

Connecting the Scanner to the Network. . . . . 201
Before Making a Network Connection. . . . . 201
Assigning the IP Address. . . . . 203
Connecting to the Wireless LAN (Wi-Fi). . . . . 204
Introduction of Product Security Features. . . . . 207
Administrator Settings. . . . . 207
Configuring the Administrator Password. . . . . 207
Using Lock Setting for the Control Panel. . . . . 209
Logging in to the Scanner's Web Config from a Computer. . . . . 212
Disabling the External Interface. . . . . 213
Enabling Program Verification on Start Up. . . . . 213
Enabling or Disabling WSD Scan. . . . . 214
Monitoring a Remote Scanner. . . . . 214
Checking Information for a Remote Scanner. . . 214
Receiving Email Notifications When Events Occur. . . . . 215
Backing Up the Settings. . . . . 216

Export the settings. . . . . 216
Import the settings. . . . . 216
Advanced Security Settings. . . . . 217
Security Settings and Prevention of Danger. . . . 217
Controlling Using Protocols. . . . . 218
Using a Digital Certificate. . . . . 221
SSL/TLS Communication with the Scanner. . . . 226
Encrypted Communication Using IPsec/IP Filtering. . . . . 228
Connecting the Scanner to an IEEE802.1X Network. . . . . 238
Solving Problems for Advanced Security. . . . . 240

## Technical Specifications

General Scanner Specifications. . . . . 250
Network Specifications. . . . . 251
Wi-Fi Specifications. . . . . 251
Network Functions and IPv4/IPv6. . . . . 252
Security Protocol. . . . . 252
Memory Device Specifications. . . . . 252
Network Ports for the Scanner. . . . . 253
Dimensions and Weight Specifications. . . . . 254
Electrical Specifications. . . . . 255
Scanner Electrical Specifications. . . . . 255
AC Adapter Electrical Specifications. . . . . 256
Environmental Specifications. . . . . 256
System Requirements. . . . . 256

## Standards and Approvals

Standards and Approvals for European Models. . . 258
Standards and Approvals for the U.S. and Canadian Models. . . . . 258
FCC Compliance Statement. . . . . 259

## Where to Get Help

Technical Support Web Site. . . . . 261
Contacting Epson Support. . . . . 261
Before Contacting Epson. . . . . 261
Help for Users in the U.S. and Canada. . . . . 261
Help for Users in Europe. . . . . 262

# About This Manual

Introduction to the Manuals. . . . . 7

Marks and Symbols. . . . . .7

Descriptions Used in this Manual. . . . . 7

Operating System References. . . . . .8

Copyright. . . . . .8

Trademarks. . . . . 8

# Introduction to the Manuals

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

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

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

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

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

❏ Start Here (paper manual)

Provides information on setting up the scanner.

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

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

As well as the manuals above, various manuals and help are included in the applications.

***Note:***
*Product availability varies by country and region.*

# Marks and Symbols

***Caution:***
*Instructions that must be followed carefully to avoid bodily injury.*

***Important:***
*Instructions that must be observed to avoid damage to your equipment.*

***Note:***
*Provides complementary and reference information.*

### Related Information

➡ Links to related sections.

# Descriptions Used in this Manual

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

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

# Operating System References

### Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system
- ❏ Microsoft® Windows® 8 operating system
- ❏ Microsoft® Windows® 7 operating system

### Mac OS

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

# Copyright

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. No patent liability is assumed with respect to the use of the information contained herein. Neither is any liability assumed for damages resulting from the use of the information herein. The information contained herein is designed only for use with this Epson product. Epson is not responsible for any use of this information as applied to other products.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by the purchaser or third parties as a result of accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation and its affiliates shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson Approved Products by Seiko Epson Corporation.

© 2026 Seiko Epson Corporation

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

# Trademarks

- ❏ Microsoft, Windows, Windows Vista, Windows Server, Microsoft Edge, and SharePoint are trademarks of the Microsoft group of companies.
- ❏ Apple, Mac, macOS, OS X, Bonjour, Safari, and App Store are trademarks of Apple Inc., registered in the U.S. and other countries.
- ❏ Chrome, Google Drive, and Google Play are trademarks of Google LLC.

- ❏ The SuperSpeed USB Trident Logo is a registered trademark of USB Implementers Forum, Inc.
- ❏ Wi-Fi® and Wi-Fi Direct® are registered trademarks of Wi-Fi Alliance®. Wi-Fi Protected Setup™, WPA™, WPA2™ and WPA3™ are trademarks of Wi-Fi Alliance®.
- ❏ Firefox is a trademark of the Mozilla Foundation in the U.S. and other countries.
- ❏ QR Code is a registered trademark of DENSO WAVE INCORPORATED in Japan and other countries.
- ❏ Dropbox is a trademark or registered trademark of Dropbox Inc..
- ❏ Evernote is a registered trademark or trademark of the Evernote Corporation in the United States.
- ❏ General Notice: All other trademarks are the property of their respective owners and used for identification purposes only.

# Important Instructions

Safety Instructions. . . . . 11

Restrictions on Copying. . . . . 12

Advisories and Warnings for Using the Touchscreen. . . . . 12

Advisories and Warnings for Connecting to the Internet. . . . . 13

Protecting Your Personal Information. . . . . 13

Notes on the Administrator Password. . . . . 13

# Safety Instructions

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

- ❏ Place the product and options on a flat, stable surface that extends beyond the base of the product and options in all directions. If you place the product and options by the wall, leave more than 10 cm (3.94 in.) between the back of the product and options and the wall.
- ❏ Place the product and options close enough to the computer for the interface cable to reach it easily. Do not place or store the product and options or the AC adapter outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- ❏ Do not use the product with wet hands.
- ❏ Place the product and options near an electrical outlet where the adapter can be easily unplugged.
- ❏ The AC adapter cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the AC adapter or the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.
- ❏ Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❏ Use only the AC adapter that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.
- ❏ The AC adapter is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.
- ❏ Use only the type of power source indicated on the 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.
- ❏ When connecting this product and options to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ❏ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❏ If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❏ Never disassemble, modify, or attempt to repair the AC adapter, product, or product options by yourself except as specifically explained in the product's guides.
- ❏ Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- ❏ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- ❏ Unplug the product, options, and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the product, options, or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product, options, or the AC adapter does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)
- ❏ Unplug the product and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners except as specifically explained in the product's guides.

- ❏ If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.
- ❏ If the power cord that comes with your product has a grounding pin, connect the product to a grounded outlet. Failure to follow this instruction may result in fire or electric shock.
- ❏ After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- ❏ Do not use this product inside medical facilities or near medical equipment. Radio waves from this product may adversely affect the operation of electrical medical equipment.
- ❏ Do not use this product near automatically controlled devices such as automatic doors or fire alarms. Radio waves from this product may adversely affect these devices, and could lead to accidents due to malfunction.
- ❏ If the LCD screen is damaged, in the U.S., Canada, and Latin America, contact Epson support, in other regions, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

# Restrictions on Copying

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

Copying of the following items is prohibited by law:

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

Exercise caution when copying the following items:

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

***Note:***
*Copying these items may also be prohibited by law.*

Responsible use of copyrighted materials:

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

# Advisories and Warnings for Using the Touchscreen

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

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

# Advisories and Warnings for Connecting to the Internet

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

# Protecting Your Personal Information

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

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

# Notes on the Administrator Password

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

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

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

## Initial Administrator Password

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

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

***Note:***
*No user name is set as default.*

## Operations that Require the Administrator Password

If you are prompted, enter the administrator password during the following operations:

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

❏ When changing or resetting the administrator password

## Changing the Administrator Password

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

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

### Related Information

➡ "Configuring the Administrator Password" on page 207

## Resetting the Administrator Password

You can reset the administrator password to the initial setting from the product's control panel or in Web Config. If you have forgotten the password and cannot reset it to the default setting, in the U.S., Canada, and Latin America, contact Epson support. In other regions, contact your dealer.

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

# Product Features

Three Elements of a Network Scanner that are Useful for Business. . . . . .16

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

Paper Protection to Reduce Damage to the Originals. . . . . 18

Notification of Dirt on the Glass Surface. . . . . .18

# Three Elements of a Network Scanner that are Useful for Business

This scanner is a network scanner which has three elements, Computerless, Share, and Secure.

## Computerless

- ❏ You can send the scanned image to a selected destination (such as network folder, email, cloud service, or external USB device) by operating the scanner's touch screen.
- ❏ You can also use the smart device application Epson Smart Panel to set the scanner settings, and scan and save the images to the device.

***Note:***

*"Sending Scanned Images Simply by Operating the Touch Screen (Scan to Features)" on page 17*

## Share

- ❏ This scanner comes with an easy-to-use, large 4.3-inch touch screen.
- ❏ You can customize the screen display to suit your scanning needs. By changing the icon and colors on the screen display, you can easily find your preferred scanning setting. This feature is useful when sharing the scanner with more than one person.

***Note:***

*"Customizing the Control Panel Display" on page 131*

## Secure

You can prevent accidental operations by registering frequently used settings as presets, and hiding any unnecessary features.

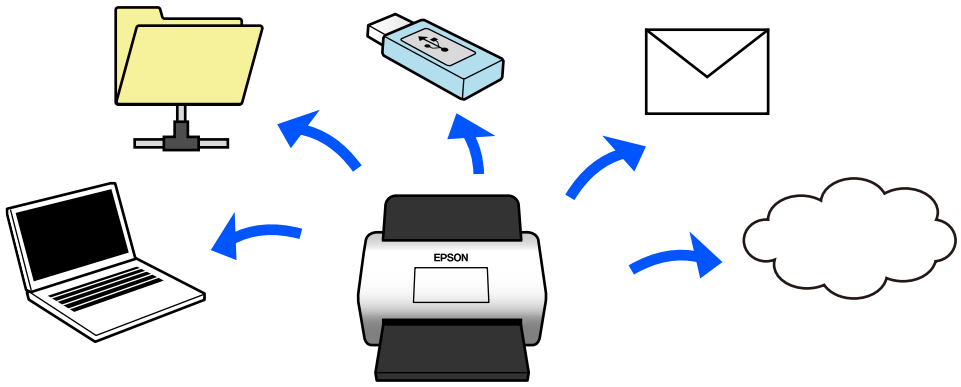



***Note:***

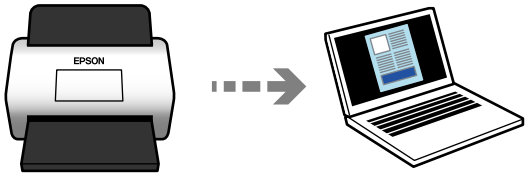
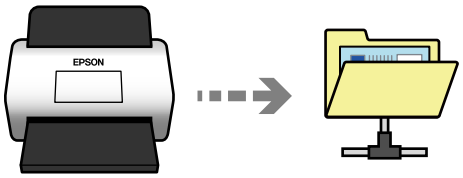
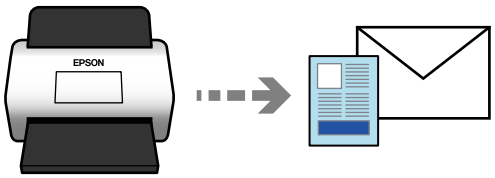
*"Registering Presets" on page 132*

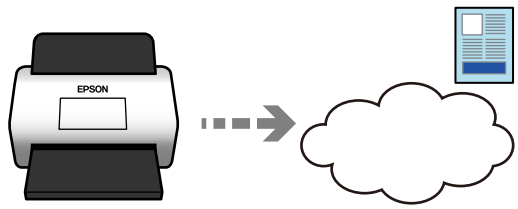
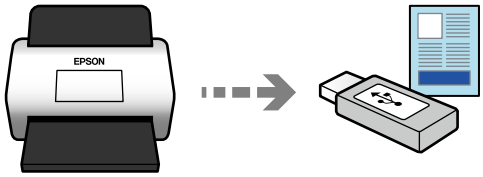
# Sending Scanned Images Simply by Operating the Touch Screen (Scan to Features)

You can scan by simply operating the touch screen on the product without having to use a computer.




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

| Destination of Scanned Images | Feature to Use |
|---|---|
| If you want to save images to a connected computer<br> | **Scan to Computer Feature**<br>Scan by starting the software (Epson ScanSmart) installed on your computer from the control panel.<br>"Scan to Computer Feature Work Flow" on page 72 |
| If you want to save images to a folder on the network<br> | **Scan to Network Folder/FTP Feature**<br>You need to create a shared folder on the same network as the scanner.<br>As well as Network Folder (SMB), you can also set FTP/FTPS and WebDAV (HTTPS/HTTP) as the destination for scanned images.<br>"Scan to Network Folder/FTP Feature Work Flow" on page 73 |
| If you want to send images by email directly from the scanner<br> | There are two features that allow you to send scanned images as email attachments. See the following for more details.<br>"To Send by Email" on page 79 |

| Destination of Scanned Images | Feature to Use |
|---|---|
| If you want to send images directly from the scanner to a cloud service<br> | **Scan to Cloud Feature**<br>Using Epson's cloud service, *Epson Connect*, you can send scanned images to an email address and another company's cloud service.<br>You can send images to cloud services such as Evernote, Google Drive, and Dropbox, as well as to an email address.<br>"Scan to Cloud Feature Work Flow" on page 85<br>***Note:***<br>*Available services are subject to change without notice.* |
| If you want to save images to a USB device connected to the scanner<br> | **Scan to Memory Device Feature**<br>"Scan to Memory Device Feature Work Flow" on page 91 |
| If you want to save images to a computer connected to the scanner using the WSD feature | **Scan to WSD**<br>"Scan to WSD Work Flow" on page 95 |

# Paper Protection to Reduce Damage to the Originals

This scanner comes with a paper protection feature. This feature reduces damage to originals by stopping scanning when it detects a feeding error, such as when scanning stapled documents by mistake.



### Related Information

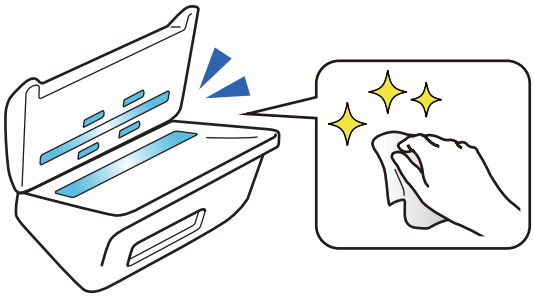
➡ "Scanner Settings" on page 140

# Notification of Dirt on the Glass Surface

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

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

This feature is off by default.



**Related Information**

➡ "Scanner Settings" on page 140
➡ "Cleaning Inside the Scanner" on page 148

# Scanner Basics

Part Names and Functions. . . . . .21

Control Panel. . . . . 23

Inserting and Removing an External USB Device. . . . . 27

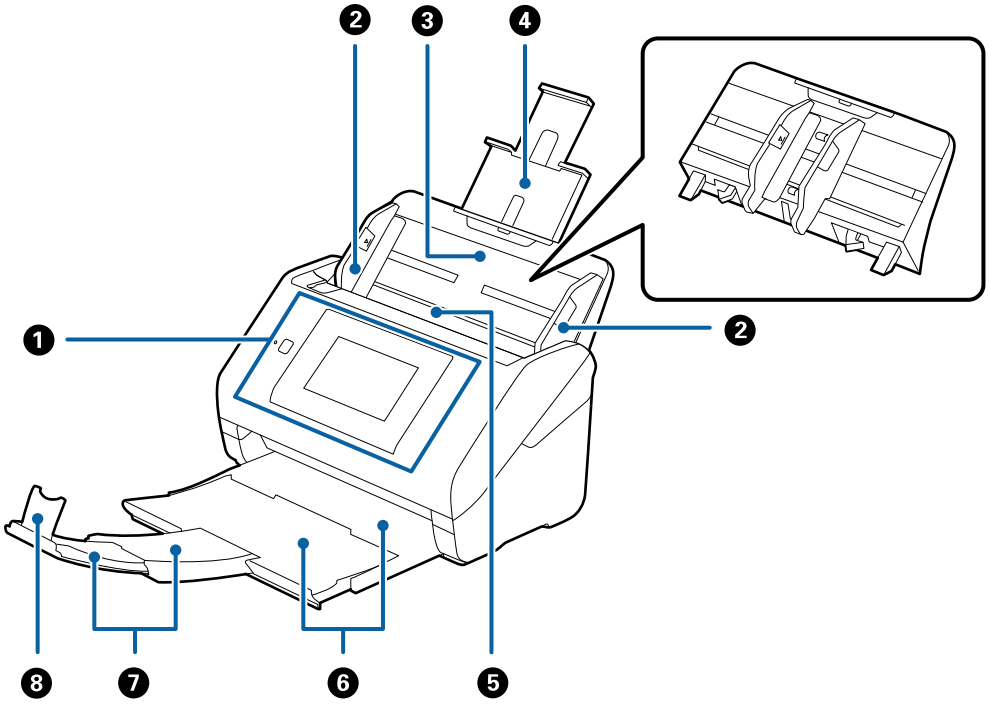
Administrator Password for the Device. . . . . 28

Information on Applications. . . . . 29

Option Items and Consumables Information. . . . . 33

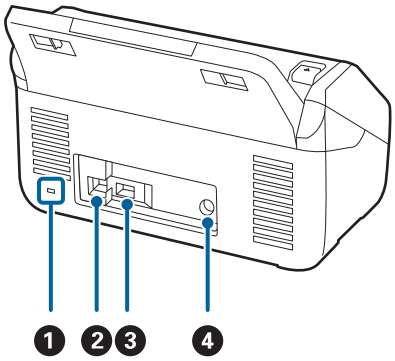
# Part Names and Functions

### Front



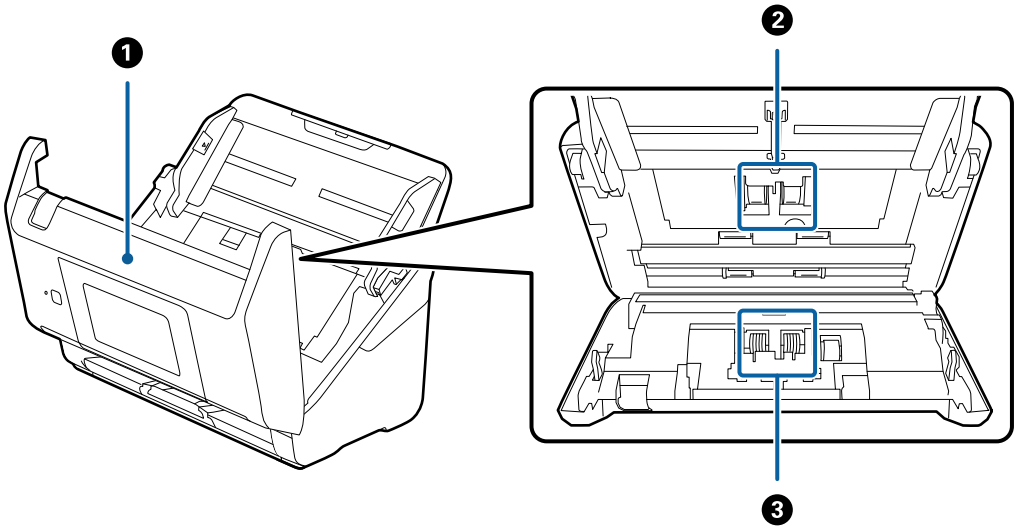

| | | |
|---|---|---|
| 1 | Control panel | Indicates the scanner's status and allows you to make scanning settings. |
| 2 | Edge guides | Feeds originals straight into the scanner. Slide to the edges of the originals. |
| 3 | Input tray | Loads originals. Pull out the tray extension if originals are too big for the input tray. This prevents paper from curling and causing paper jams.<br>When removing the input tray, slide the hooks that are on both ends at the back, and then pull out the input tray. |
| 4 | Input tray extension | |
| 5 | ADF (Automatic Document Feeder) | Feeds loaded originals automatically. |
| 6 | Output tray | Holds originals ejected from the scanner. Pull out the output tray extension to the length of the originals. |
| 7 | Output tray extension | |
| 8 | Stopper | Prevents ejected originals from falling from the output tray. Adjust it to the length of the originals. |

### Rear




| | | |
|---|---|---|
| 1 | Security slot | Insert a security lock for theft prevention. |
| 2 | USB port | Connect a USB cable. |
| 3 | External interface USB port | Connect external USB devices. |
| 4 | DC inlet | Connect the AC adapter. |

### Inside



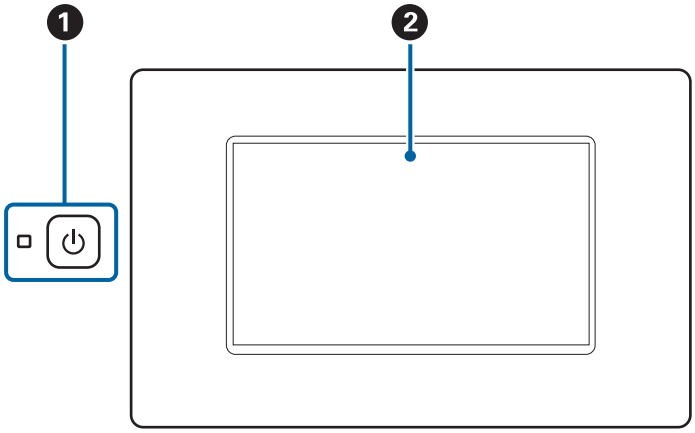

| | | |
|---|---|---|
| 1 | Scanner cover | Pull the lever and open the scanner cover when cleaning inside the scanner and removing jammed paper. |
| 2 | Pickup roller | Feeds originals. This needs to be replaced when the number of scans exceeds the service number of papers. |
| 3 | Separation roller | Feeds originals separately one by one. This needs to be replaced when the number of scans exceeds the service number of papers. |

### Related Information

➡ "Cleaning Inside the Scanner" on page 148
➡ "Replacing the Roller Assembly Kit" on page 153

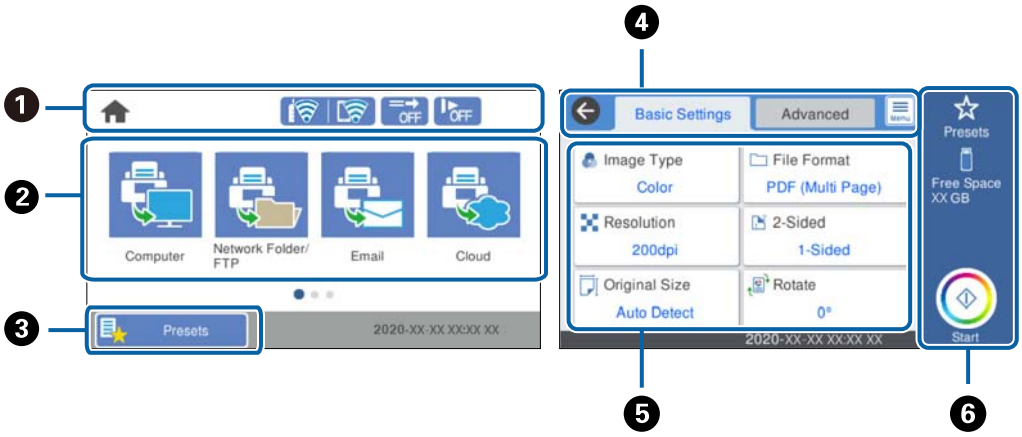
# Control Panel

## Buttons and Light




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

## Basic Screen Composition




| | |
|---|---|
| ❶ | Indicates the scanner status as icons. Select the icon to check the current settings or access each setting menu. |
| ❷ | Displays menus.<br>You can add menu icons and change the display order. |
| ❸ | Displays the presets list. You can load your presets and register new presets. |
| ❹ | Switch tabs. |

| | |
|---|---|
| ❺ | Displays the list of setting items. Select each item to set or change the settings.<br>Grayed out items are not available. |
| ❻ | Starts scanning using current settings. |

## Icons Displayed on the LCD Screen

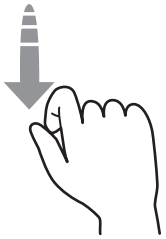
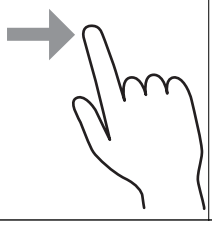
The following icons are displayed depending on the scanner's status.

| | |
|---|---|
|  | This icon indicates that you are on the home screen. |
|  | Returns to the home screen. |
|  | Displays the network connection status.<br>Select the icon to check and change the current settings. This is the shortcut for the following menu.<br>**Settings** > **Network Settings** > **Wi-Fi Setup** |
|  | The scanner is not connected to a wireless (Wi-Fi) network. |
|  | The scanner is searching for SSID, unset IP address, or having a problem with a wireless (Wi-Fi) network. |
|  | The scanner is connected to a wireless (Wi-Fi) network.<br>The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection. |
|  | The scanner is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode. |
|  | The scanner is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode. |
|  | This icon indicates whether or not the **DFDS Function** (Double Feed Detection Skip Function) feature is enabled. When enabled, the icon changes to .<br>This feature skips double feed detection once and continues scanning. Enable this to scan originals that are detected as double feeds, for example plastic cards or envelopes. |
|  | This icon indicates whether or not the **Slow** feature is enabled. When enabled, the icon changes to .<br>This feature slows down the scanning speed. Enable this to scan originals that are likely to jam, for example thin paper. |
|  | Returns to the previous screen. |
|  | Indicates that the settings have been changed from the user default or the factory default. |
|  | Indicates that there is additional information. Select the icon to display the message. |

| | |
|---|---|
|  | Indicates a problem with the items. Select the icon to check how to solve the problem.<br>❏ **Roller Replacement**: The number of scans exceeds the life cycle of the rollers. Replace the rollers.<br>❏ **Glass Cleaning**: Dirt has been detected on the glass surface inside the scanner. Clean the inside of the scanner.<br>❏ **Regular Cleaning**: It is time to clean inside the scanner. |

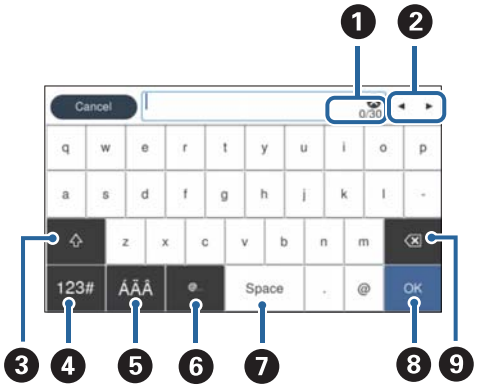
## Touchscreen Operations

The touchscreen is compatible with the following operations.

| | | |
|---|---|---|
| Tap |  | Press or select the items or the icons. |
| Flick |  | Scroll the screen swiftly. |
| Slide |  | Hold and move the items around. |

## Entering Characters

You can enter characters and symbols by using on-screen keyboard when you register contacts or select settings.



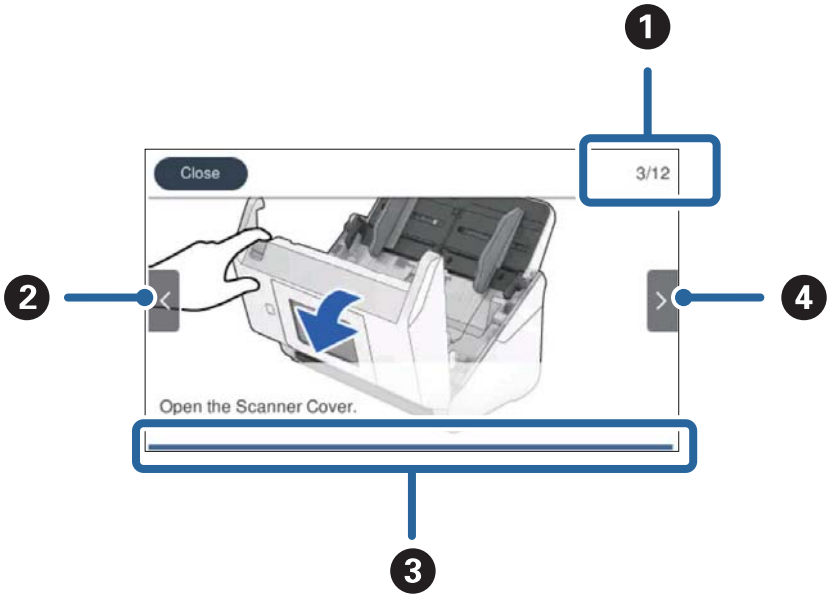

***Note:***
*Available icons vary depending on the setting item.*

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

## Viewing Animations

You can load various kinds of originals by viewing guidance animations on the control panel.

- ❏ Select **Help** on the home screen of the control panel: Displays help screen. Select **How To** and select the items that you want to view.
- ❏ Select **How To** at the bottom of the operation screen: Displays the context-sensitive animation. Note that the animation depends on the scanner model.



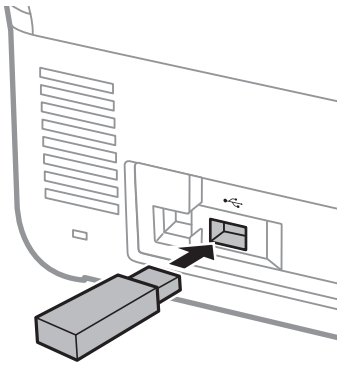

| | |
|---|---|
| ❶ | Indicates the total number of steps and the current step number.<br>The example shows step 3 of 12. |
| ❷ | Back to the previous step. |

| | |
|---|---|
| ❸ | Indicates your progress through the current step. The animation repeats when the progress bar reaches the end. |
| ❹ | Moves to next step. |

# Inserting and Removing an External USB Device

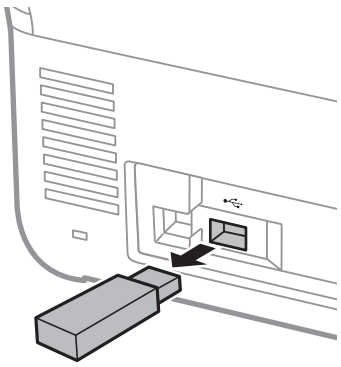
## Inserting an External USB Device

Insert an external USB device into the external interface USB port.



## Removing an External USB Device

Remove the external USB device.



***Important:***

*If you remove the external USB device while transferring data to the scanner, the data on the external USB device may be lost.*

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

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

❏ When affected by static electricity or electrical noise

❏ When used incorrectly

❏ When broken or repaired

❏ When damaged by natural disaster

# Administrator Password for the Device

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

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

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

## Initial Administrator Password

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

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

***Note:***
*No user name is set as default.*

## Operations that Require the Administrator Password

If you are prompted, enter the administrator password during the following operations:

❏ When logging on to the advanced settings for Web Config

❏ When operating a menu on the control panel that has been locked by the administrator

❏ When changing the device settings in the application

❏ When updating the firmware for the device

❏ When changing or resetting the administrator password

## Changing the Administrator Password

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

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

### Related Information

➡ "Configuring the Administrator Password" on page 207

## Resetting the Administrator Password

You can reset the administrator password to the initial setting from the product's control panel or in Web Config. If you have forgotten the password and cannot reset it to the default setting, in the U.S., Canada, and Latin America, contact Epson support. In other regions, contact your dealer.

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

# Information on Applications

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

## Application for Scanning from a Computer (Epson ScanSmart)

This application allows you to scan documents easily, and then save the scanned images in simple steps.

See the Epson ScanSmart help for details on using the features.

### Starting on Windows

❏ Windows 11

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

❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7

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

### Starting on Mac OS

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

## Application for Scanning from Smart Devices (Epson Smart Panel)

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

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

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

# Application for Updating Software and Firmware (EPSON Software Updater)

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

### Starting on Windows

❏ Windows 11

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

❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7

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

### Starting on Mac OS

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

# Application for Configuring Scanner Operations (Web Config)

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

The following browsers are supported. Use the latest version.

Microsoft Edge, Firefox, Chrome, Safari

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

*"Notes on the Administrator Password" on page 13*

### Related Information

➡ "Cannot Access Web Config" on page 166

## How to Run Web Config in a Web Browser

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

1. Check the scanner's IP address.

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

   Example IP address: 192.168.100.201

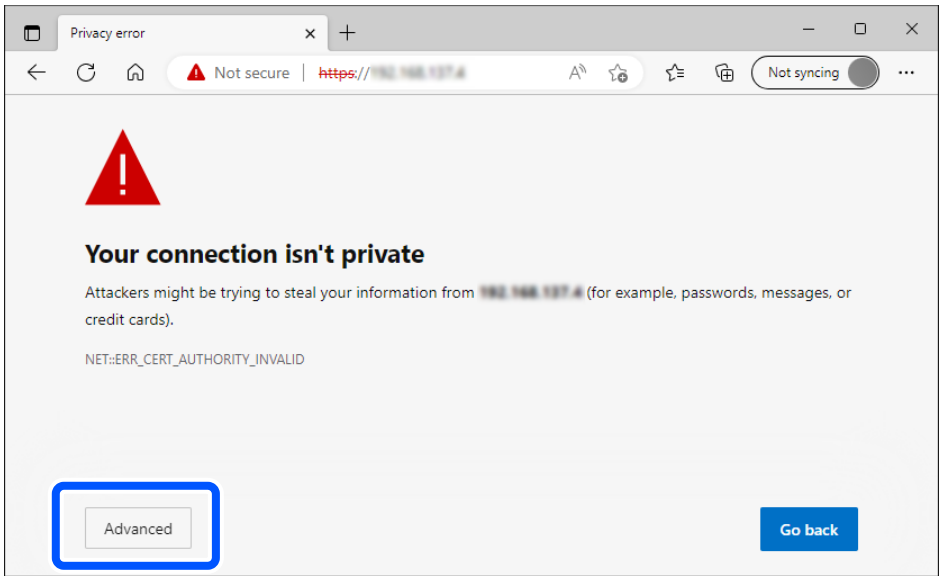
2. Launch a browser from a computer or a smart device, and then enter the scanner's IP address in the address bar.

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

   Example: http://192.168.100.201/

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

   Example: For Microsoft Edge




   ***Note:***

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

   ❏ *For IPv6 addresses, use the following format.*

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

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

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

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

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

   ·User name: none (blank)

   ·Password: Depends on the label attached to product.

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

   ***Note:***

   ❏ *If **Administrator Logout** is displayed at the top-right of the screen, you are already logged in as an administrator.*

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

### Related Information


➡ "Registering a Destination (Email)" on page 119
➡ "Registering a Destination (Network Folder (SMB))" on page 120
➡ "Registering a Destination (FTP)" on page 121
➡ "Registering a Destination (SharePoint(WebDAV))" on page 122


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

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

### Starting on Windows

❏ Windows 11

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

❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7

Click the start button, and select **All Programs** or **Programs** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

### Starting on Mac OS

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

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

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

The following functions are available.

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

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

❏ Update the firmware of the product

❏ Introduce the device to the network

❏ Apply unified settings to multiple devices.

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

## Application for Creating Driver Packages (EpsonNet SetupManager)

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

For more information, visit your regional Epson website.

http://www.epson.com

# Option Items and Consumables Information

## Carrier Sheet Codes

Using a Carrier Sheet allows you to scan irregular shaped originals or photos that can be easily scratched. You can scan originals larger than A4 size with a carrier sheet by folding it in half.

| Part name | Codes | Replacement cycle |
|---|---|---|
| Carrier Sheet | B12B819051 | 3,000* |

* This number is a guide to the replacement cycle. Do not use a Carrier Sheet that is scratched.

***Note:***
*You can only use the Carrier Sheet when scanning from a computer, or when scanning from the scanner's control panel using the **Computer** feature.*

*You cannot use a Carrier Sheet when scanning from the scanner's control panel using the following features:*

- ❏ *Network Folder/FTP*
- ❏ *Email*
- ❏ *Cloud*
- ❏ *Memory Device*
- ❏ *WSD*

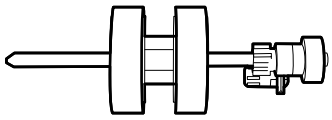
### Related Information

➡ "General Specifications for Originals being Scanned" on page 36
➡ "Placing Large Size Originals" on page 56
➡ "Placing Irregular Shaped Originals" on page 59
➡ "Placing Photographs" on page 62

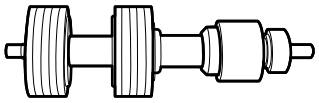
# Roller Assembly Kit Codes

Parts (the pickup roller and separation roller) should be replaced when the number of scans exceeds the service number. You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.

**A**



**B**



A: pickup roller, B: separation roller

| Part name | Codes | Life cycle |
|---|---|---|
| Roller Assembly Kit | B12B819671<br>B12B819681 (India only) | 200,000* |

* This number was reached by consecutively scanning using Epson test original papers, and is a guide to the replacement cycle. The replacement cycle may vary depending on different paper types, such as paper that generates a lot of paper dust or paper with a rough surface that may shorten the life cycle.

### Related Information

➡ "Replacing the Roller Assembly Kit" on page 153

➡ "Resetting the Number of Scans After Replacing the Rollers" on page 158

# Cleaning Kit Codes

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

***Note:***
*This may not be available in some regions.*

| Part name | Codes |
|---|---|
| Cleaning Kit | B12B819291 |

### Related Information

➡ "Cleaning Inside the Scanner" on page 148

# Specifications and Placing of Originals

General Specifications for Originals being Scanned. . . . . .36

Types of Originals that Require Attention. . . . . .37

Types of Originals that Must Not be Scanned. . . . . 38

Specifications and Placing of Originals. . . . . .39

# General Specifications for Originals being Scanned

- ❏ Plain paper
- ❏ Fine paper
- ❏ Recycled paper
- ❏ Post cards
- ❏ Business cards
- ❏ Envelopes
- ❏ Plastic cards complying with ISO7810 ID-1 type (with or without emboss)
- ❏ Laminated cards
- ❏ Thermal paper

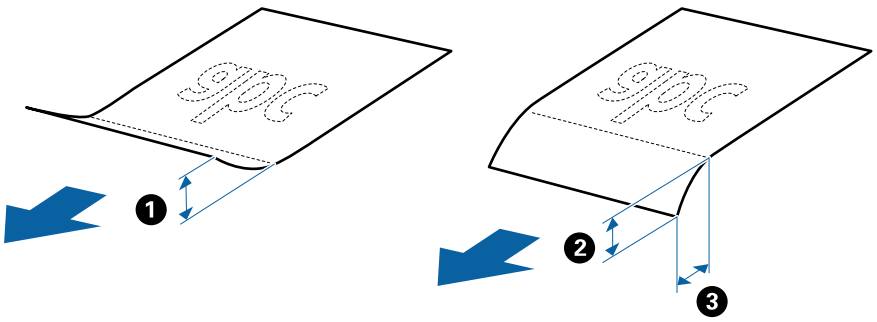
The loadable size varies depending on the type of the originals, the scanning resolution, and the scanning method.

***Note:***

- ❏ *All originals must be flat at the leading edge.*
- ❏ *Make sure that curls on the leading edge of the originals are kept within the following range.*

  ❶ *must be 3 mm or less.*

  ❷ *must be 1 mm or less while* ❷ *is equal to or less than* ❸*. When* ❸ *is equal to or more than 10 times the size of* ❷*,* ❷ *can be more than 1 mm.*




- ❏ *Even when the original meets the specifications for originals that can be placed in the ADF, it may not feed from the ADF depending on the paper properties or quality. Additionally, some originals may decrease the scan quality.*

### Related Information


- ➡ "Standard Size Originals" on page 39
- ➡ "Long Paper" on page 44
- ➡ "Receipts" on page 48
- ➡ "Plastic Cards" on page 50
- ➡ "Laminated Cards" on page 53
- ➡ "Large Size Originals" on page 56
- ➡ "Irregular Shaped Originals" on page 59
- ➡ "Photographs" on page 62
- ➡ "Envelopes" on page 64
- ➡ "Mixture of Originals" on page 67

## Specifications for Originals Using the Carrier Sheet

The optional Carrier Sheet is a sheet designed to transport originals through the scanner. You can scan originals that are larger than A4/Letter size, important documents or valuable photos, thin paper, irregular shaped originals, and so on.

The following table provides the conditions for using the Carrier Sheet.

| Type | Size | Thickness | Loading Capacity of the Carrier Sheet |
|---|---|---|---|
| Originals that cannot be loaded directly into the scanner | A3*1<br>A4<br>B4*1<br>Letter<br>Legal*1<br>B5<br>A5<br>B6<br>A6<br>A8<br>Custom size:<br>❏ Width: up to 431.8 mm (17 in.) *2<br>❏ Length: up to 297 mm (11.7 in.) *3 | 0.3 mm (0.012 in.) or less<br>(excluding the thickness of the Carrier Sheet) | 10 sheets |

*1 Fold in half to set.

*2 Originals that are wider than 215.9 mm (8.5 in.) need to be folded in half.

*3 The leading edge of the original must be placed at the binding part of the Carrier Sheet when scanning an original approximately 297 mm (11.7 in.) long. Otherwise, the length of the scanned image may be longer than intended as the scanner scans to the end of the Carrier Sheet when you select **Auto Detect** as the **Document Size** setting in the application.

***Note:***
*You cannot scan originals using the Carrier Sheet using Epson Smart Panel on smart device.*

### Related Information

➡ "Carrier Sheet Codes" on page 33

# Types of Originals that Require Attention

The following types of originals may not be successfully scanned.

❏ Originals with an uneven surface such as letter head paper.

❏ Originals with wrinkles or fold lines

❏ Perforated originals

- ❏ Original with labels or stickers
- ❏ Carbon-less paper
- ❏ Curled originals
- ❏ Coated paper

> ***Important:***
>
> *Carbon-less paper contains chemical substances that may harm the rollers. If you scan carbon-less paper, clean the pickup roller and the separation roller regularly. Also, scanning carbon-less paper may shorten the life cycle of the rollers faster than scanning plain paper.*

***Note:***

- ❏ *Crinkled originals may scan better if you slow down the feeding speed during scanning or smooth out the crinkles before loading.*
- ❏ *To scan delicate originals or originals that are easily crinkled, use the Carrier Sheet (sold separately).*
- ❏ *To scan originals that are incorrectly detected as double feeds, set the **DFDS Function** (Double Feed Detection Skip Function) to **On** on the control panel before you resume scanning, or select **Off** in **Detect Double Feed** on the **Main Settings** tab in the Epson Scan 2 window.*

  *When you are using Epson ScanSmart, you can open the window by pressing the **Settings** button > **Scanner Settings** tab > **Scan Settings**.*
- ❏ *Labels or stickers must be firmly stuck to the originals with no glue protruding.*
- ❏ *Try to flatten the curled originals before scanning.*

### Related Information

➡ "Scanner Basics" on page 20

➡ "Maintenance" on page 147

# Types of Originals that Must Not be Scanned

The following types of originals must not be scanned.

- ❏ Photos
- ❏ Booklets
- ❏ Bank books
- ❏ Passports
- ❏ Non-paper original (such as clear files, fabric, and metal foil)
- ❏ Originals with staples or paper clips
- ❏ Originals with glue attached
- ❏ Ripped originals
- ❏ Heavily wrinkled or curled originals
- ❏ Transparent originals such as OHP film
- ❏ Originals with carbon paper on the back
- ❏ Originals with wet ink

❏ Originals with sticky notes attached

***Note:***

❏ *Do not feed valuable original artwork, or important documents which you do not want to damage or deface into the scanner directly. Misfeeding may wrinkle or damage the original. When scanning such originals, make sure you use the Carrier Sheet (sold separately).*

❏ *Photos, rippled, wrinkled, or curled originals can also be scanned if you use the Carrier Sheet (sold separately).*

**Related Information**

➡ "Photographs" on page 62

# Specifications and Placing of Originals

## Standard Size Originals

### Specifications of Standard Size Originals

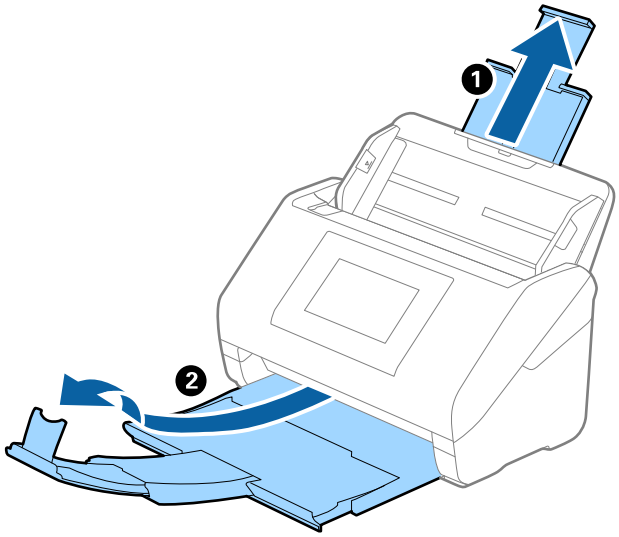
These are the specifications for standard size originals that you can scan.

| Size | Measurement | Thickness | Paper Type | Loading Capacity * |
|---|---|---|---|---|
| Legal | 215.9×355.6 mm<br>(8.5×14 in.) | 27 to 413 g/m² | Plain paper<br>Fine paper<br>Recycled paper | Thickness of the originals stack: under 12 mm (0.47 in.)<br>80 g/m²: 80 sheets<br>90 g/m²: 69 sheets<br>104 g/m²: 59 sheets<br>127 g/m²: 50 sheets<br>157 g/m²: 40 sheets<br>209 g/m²: 30 sheets<br>256 g/m²: 24 sheets<br>413 g/m²: 14 sheets<br>The loading capacity varies depending on the paper type. |
| Letter | 215.9×279.4 mm<br>(8.5×11 in.) | | | Thickness of the originals stack: under 12 mm (0.47 in.)<br>80 g/m²: 100 sheets<br>90 g/m²: 86 sheets<br>104 g/m²: 74 sheets<br>127 g/m²: 62 sheets<br>157 g/m²: 50 sheets<br>209 g/m²: 38 sheets<br>256 g/m²: 30 sheets<br>413 g/m²: 18 sheets<br>The loading capacity varies depending on the paper type. |
| A4 | 210×297 mm<br>(8.3×11.7 in.) | | | |
| B5 | 182×257 mm<br>(7.2×10.1 in.) | | | |
| A5 | 148×210 mm<br>(5.8×8.3 in.) | | | |
| B6 | 128×182 mm<br>(5.0×7.2 in.) | | | |
| A6 | 105×148 mm<br>(4.1×5.8 in.) | | | |
| A8 | 52×74 mm<br>(2.1×2.9 in.) | 127 to 413 g/m² | | |
| Business Card | 55×89 mm<br>(2.1×3.4 in.) | 210 g/m² | | Thickness of the originals stack: under 12 mm (0.47 in.)<br>30 sheets |

* You can refill the originals up to the maximum capacity during scanning.

## Placing Standard Size Originals

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

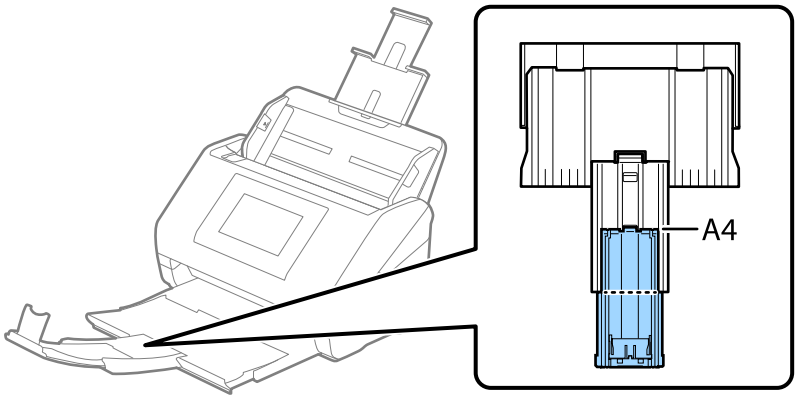



***Note:***

❏ *For A4 size or larger originals, make sure you pull out and extend the input tray extension.*

❏ *Make sure you pull out and extend the output tray extensions so that they are a little bit longer than the length of the original, and raise the stopper so that the ejected originals can be stacked comfortably on the output tray.*

*When loading A4 size originals, extend the output tray as shown in the following image.*

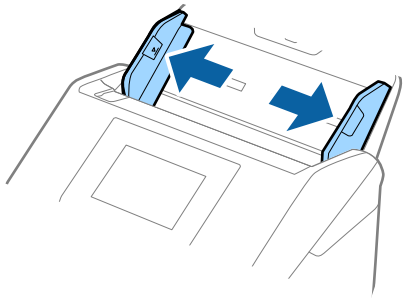



❏ *The stopper can move forward and backward on the output tray extension so that you can easily adjust the stopper position to the best position for the originals being scanned.*

❏ *If thick originals bump into the output tray and fall from it, store the output tray and do not use it to stack the ejected originals.*

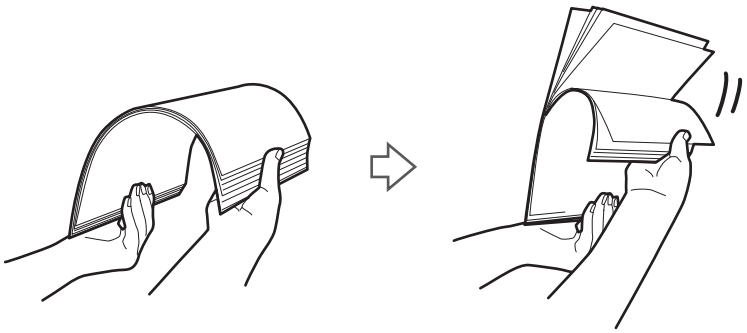
❏ *If scanned images are still affected by ejected originals hitting the surface below the scanner, we recommend placing the scanner on the edge of a table where the ejected originals can drop freely and you can catch them.*

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

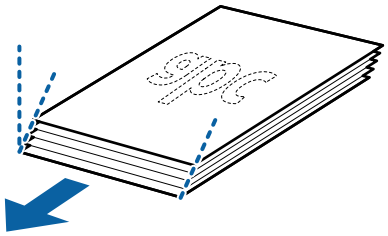


3. Fan the originals.

   Hold both ends of the originals and fan them a few times.

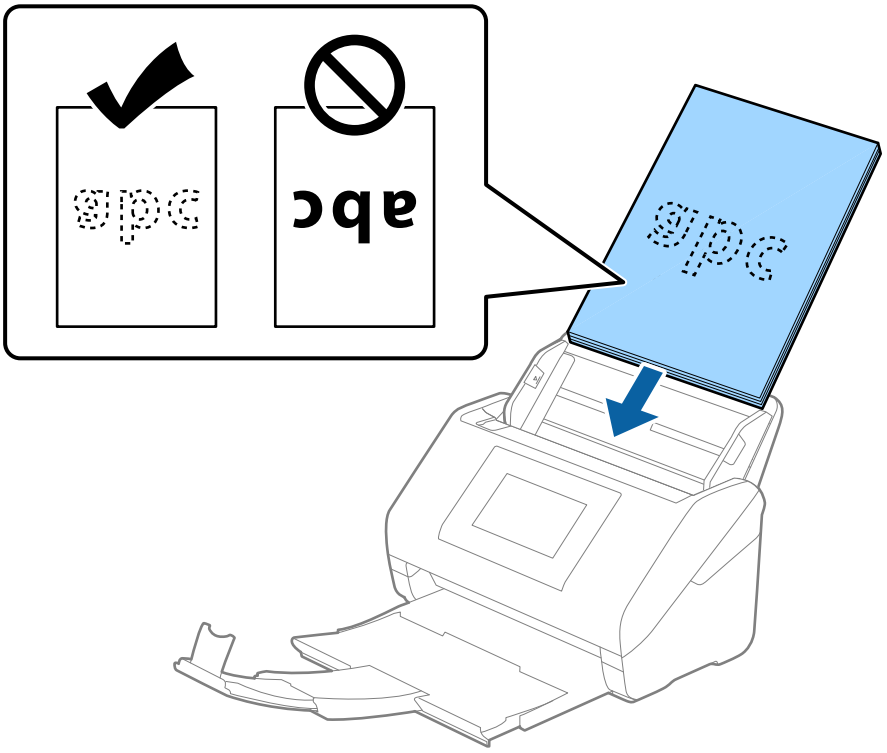


4. Align the edges of the originals with the printed side facing down and slide the leading edge into a wedge shape.

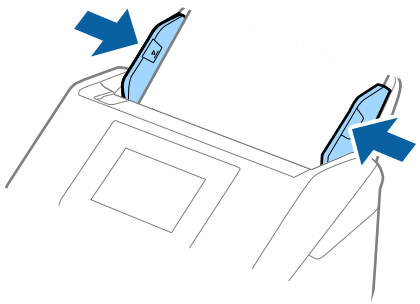


5. Load the originals into the input tray facing down with the top edge facing into the ADF.

   Slide the originals into the ADF until they meet resistance.

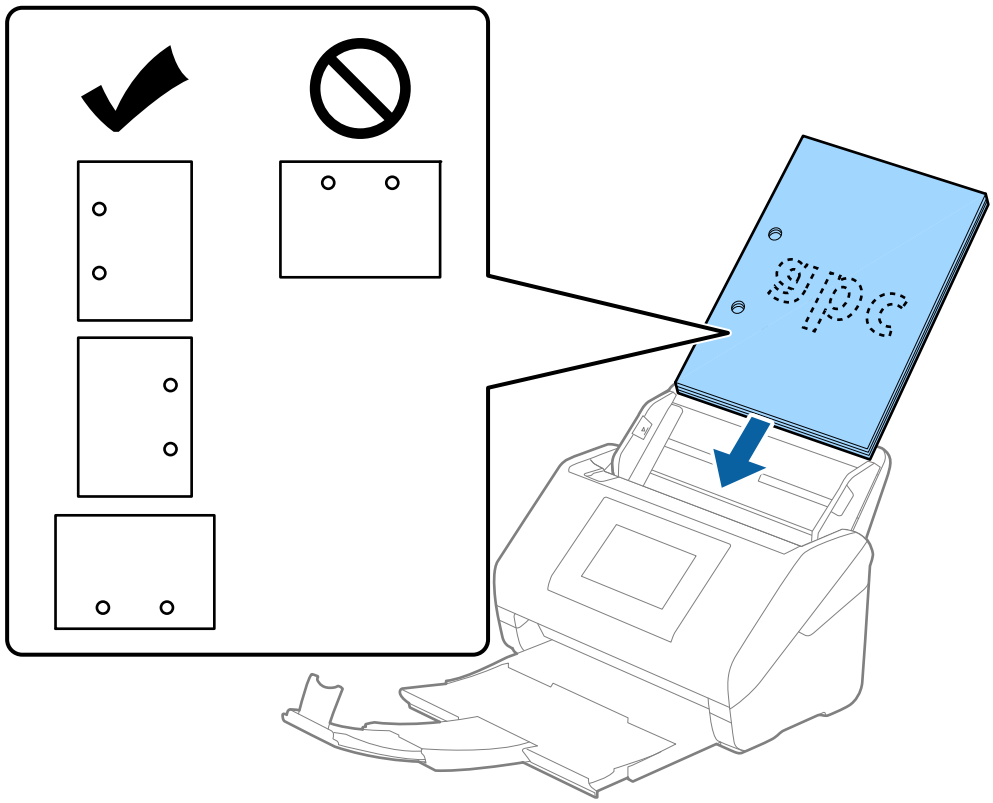


6. Slide the edge guides to fit the edge of the originals making sure there are no gaps between the originals and the edge guides. Otherwise, the originals may be fed skewed.



***Note:***

❏ *When scanning originals with punch holes such as loose leaf paper, load the originals with the holes facing to the side or facing down. There must not be any holes within a 30 mm (1.2 inches) strip at the center of the originals. However, there can be holes within 30 mm (1.2 inches) from the leading edge of the originals. Make sure that the edges of the punch holes do not have burrs or curls.*



❏ *When scanning thin paper with crinkles that are causing paper jams or double feeds, you may be able to improve the situation by enabling **Slow**. To do this, select **Settings** > **Scanner Settings** > **Slow** on the control panel and set it to **On** to slow down the feeding speed.*

# Long Paper

## Specifications of Long Paper

These are the specifications for long paper that you can scan.

***Note:***

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

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

| Size | Thickness | Paper Type | Loading Capacity |
|---|---|---|---|
| Maximum width: 215.9 mm (8.5 in.)<br>Maximum length: 6,096.0 mm (240.0 in.)* | 50 to 130 g/m² | Plain paper<br>Fine paper<br>Recycled paper | 1 sheet |

### *Maximum Length for Long Paper*

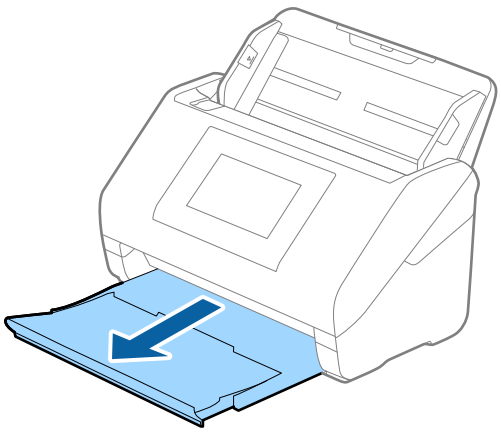
The following shows the maximum length according to the scanning resolution and the scanning method.

| Scanning Method | Scanning Resolution | Maximum Length |
|---|---|---|
| ❏ Scanning from a computer<br>❏ Scanning from the scanner's control panel using the **Computer** feature | 50 to 200 dpi | 6,096.0 mm (240.0 in.) |
| | 201 to 300 dpi | 5,461.0 mm (215.0 in.) |
| | 301 to 600 dpi | 1,346.0 mm (53.0 in.) |
| Scanning from the scanner's control panel using the following features:<br>❏ **Network Folder/FTP**<br>❏ **Email**<br>❏ **Cloud**<br>❏ **Memory Device** | 200 dpi | 914.4 mm (36.0 in.) |
| | 300 dpi | |
| | 600 dpi | Long paper is not supported |
| Scanning from the scanner's control panel using the **WSD** feature | 100 dpi<br>300 dpi | Long paper is not supported |
| Scan with Epson Smart Panel | 200 dpi<br>300 dpi<br>600 dpi | Long paper is not supported |

***Note:***
*You cannot scan long paper using Epson Smart Panel.*

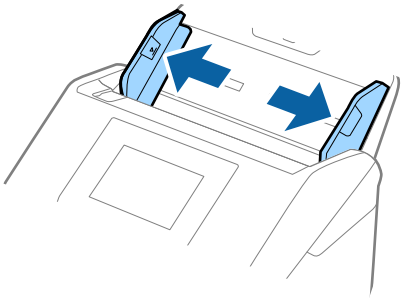
## Placing Long Paper

1. Slide out the output tray.

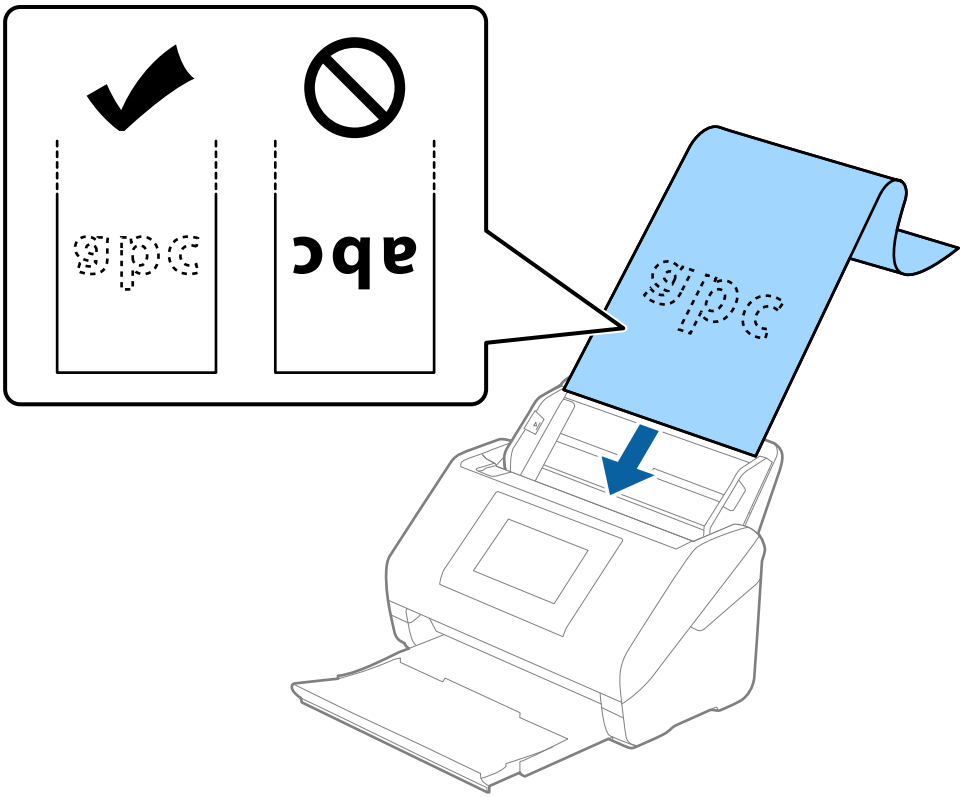


***Note:***
*Do not extend the input tray extension and output tray extensions and do not raise the stopper.*

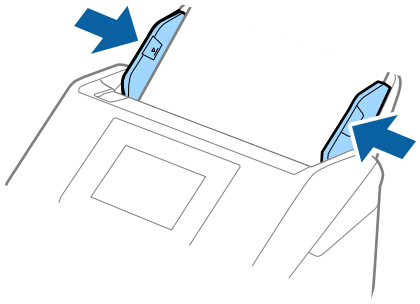
2. Slide the edge guides on the input tray all the way out.



3. Load the original straight into the input tray, facing down with the top edge facing into the ADF.
   Slide the original into the ADF until it meets resistance.



4. Adjust the edge guides to fit the edge of the long paper making sure there are no gaps between the edge of the paper and the edge guides. Otherwise, the originals may be fed skewed.



***Note:***

❏ *See the following for the maximum lengths depending on the situation.*

*"Maximum Length for Long Paper" on page 45*

❏ *You need to specify the paper size in the Epson Scan 2 window.*

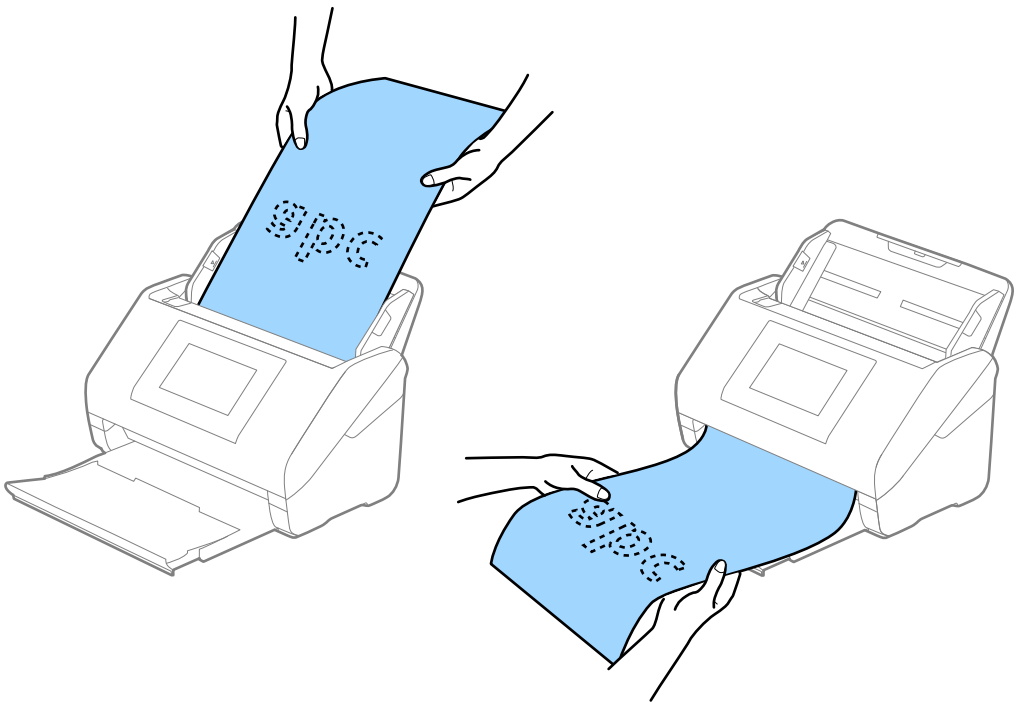
*When you are using Epson ScanSmart, you can open the window by pressing the* ***Settings*** *button > **Scanner Settings** tab > **Scan Settings**.*

*There are three ways to specify the paper size in the Epson Scan 2 window.*

*If the paper length is 3,048 mm (120 inches) or less, you can select **Auto Detect (Long Paper)** to detect the size automatically.*

*If the paper length is more than 3,048 mm (120 inches), you need to select **Customize** and enter the size of the paper. If the paper length is 5,461 mm (215 inches) or less, you can use **Detect paper length** instead of entering the paper height. If the paper is longer than 5,461 mm (215 inches), you need to enter the width and height of the paper.*

❏ *Support long paper at the input side so that it does not drop out of the ADF, and on the output side so that the ejected paper does not fall from the output tray.*



### Related Information

➡ "Required Settings for Special Originals in the Epson Scan 2 Window" on page 101

# Receipts

## Specifications for Receipts

These are the specifications for receipts that you can scan.

| Size | Loading Capacity and Thickness |
|---|---|
| Width: 50.8 to 215.9 mm (2.0 to 8.5 in.)<br>Length: 50.8 to 393.7 mm (2.0 to 15.5 in.) | Thickness of the stack of originals: under 12 mm (0.47 in.)<br>The loading capacity varies depending on the condition or type of the receipts. If the receipts are not fed or ejected properly, reduce the number of receipts loaded. |

***Note:***

❏ *For receipts longer than 393.8 mm (15.5 in.), scan them one by one as long paper. For more details, refer to the Long Paper section.*

❏ *You can scan receipts of different widths at the same time. Refer to the Mixture of Originals section.*

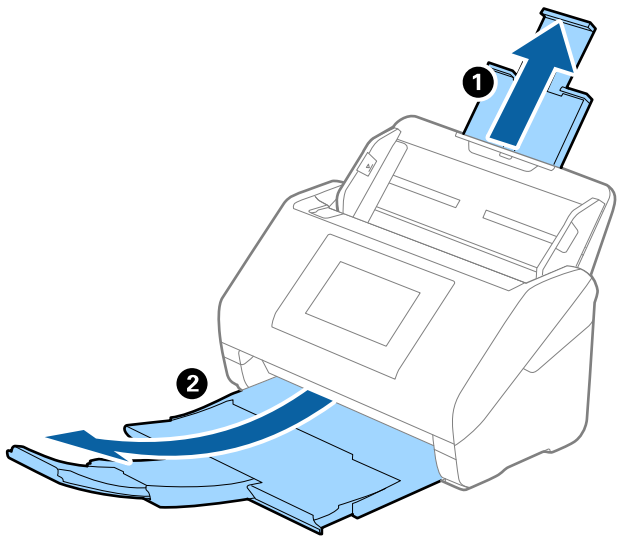
### Related Information

➡ "Long Paper" on page 44

➡ "Mixture of Originals" on page 67

## Placing Receipts

1. Extend the input tray extension. Slide out the output tray, and extend the output tray extension.

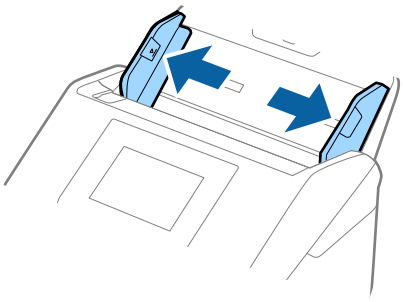


***Note:***

❏ *Extend the output tray extension when scanning long originals.*

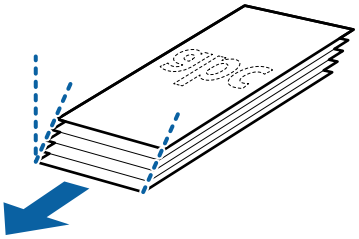
❏ *If the scanned originals fall out of the output tray, raise the stopper.*

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

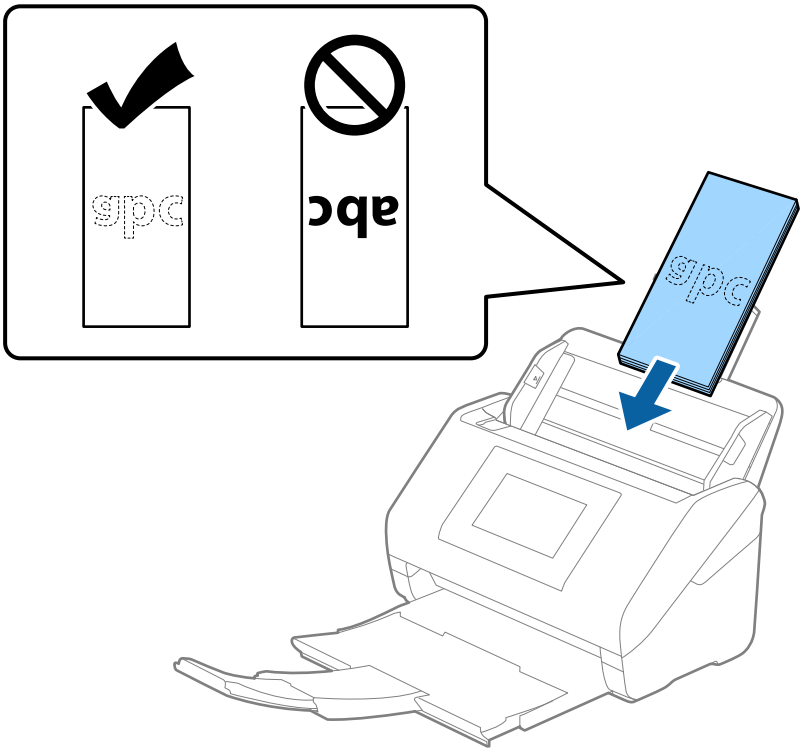


3. Try to flatten the curled receipts before scanning.

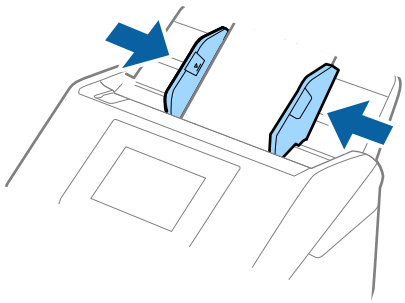
4. Align the edges of the receipts with the printed side facing down and slide the leading edge into a wedge shape.



5. Load the originals into the input tray facing down with the top edge facing into the ADF.
   Slide the originals into the ADF until they meet resistance.




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



***Note:***
*Select* ***Auto Detect*** *as the document size for scanning.*

# Plastic Cards

## Specifications of Plastic Cards

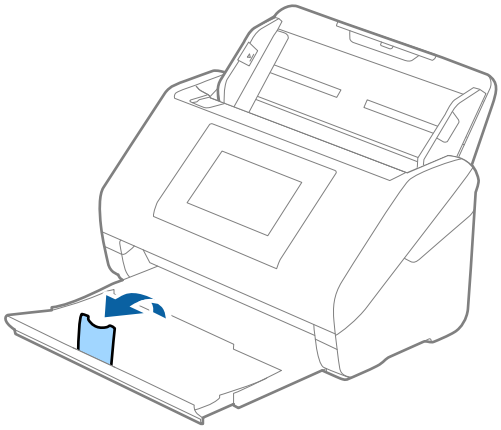
These are the specifications for plastic cards that you can scan.

| Size | Card Type | Thickness | Loading Capacity | Loading Direction |
|---|---|---|---|---|
| ISO7810 ID-1 Type<br>54.0×85.6 mm<br>(2.1×3.3 in.) | With embossing | 1.24 mm (0.05 in.) or less | 1 card | Horizontal (Landscape) |
| | Without embossing | 0.76 mm (0.03 in.) to 1.1 mm (0.04 in) * | 5 cards | |
| | | Less than 0.76 mm (0.03 in.) | 5 cards | |

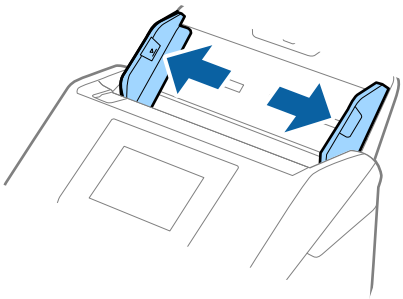
* You can scan these cards only when the resolution is 300 dpi or less, and disabling **Slow** mode.

## Placing Plastic Cards

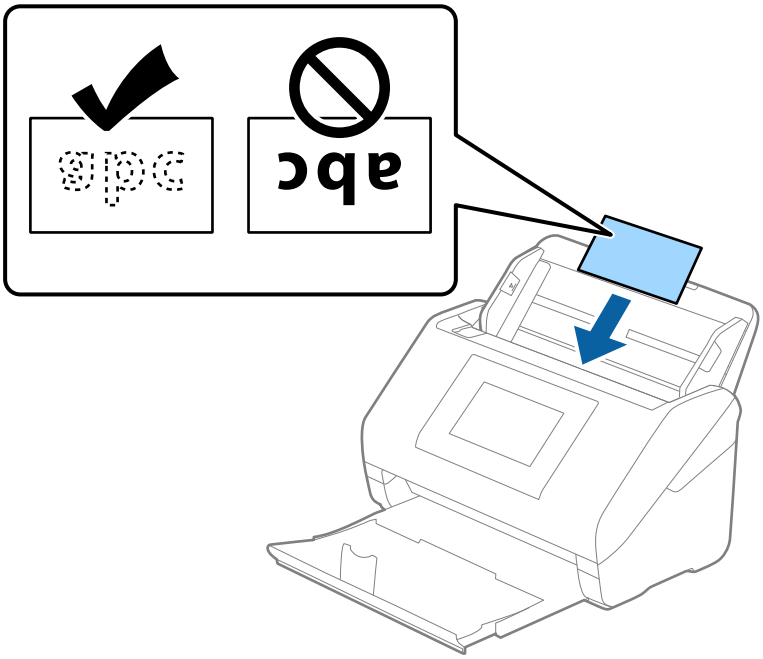
1. Slide out the output tray and raise the stopper.



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

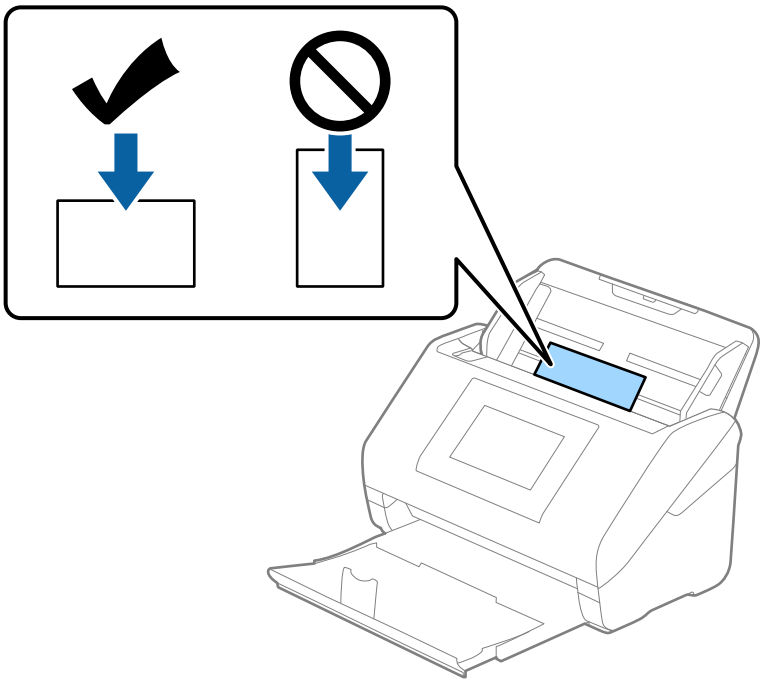


3. Load the plastic cards into the input tray facing down with the top edge facing into the ADF.
   Slide the plastic cards into the ADF until they meet resistance.

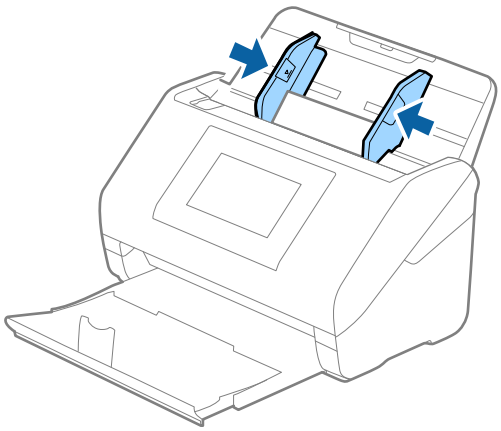


***Important:***

*Do not load plastic cards vertically.*



4. Slide the edge guides to fit the edge of the plastic cards.



***Note:***
*To scan plastic cards, set the appropriate setting in the Epson Scan 2 window.*

*When you are using Epson ScanSmart, you can open the window by pressing the **Settings** button > **Scanner Settings** tab > **Scan Settings**.*

*Select **Plastic Card** in **Document Size** or select **Off** in **Detect Double Feed** on the **Main Settings** tab in Epson Scan 2. See the Epson Scan 2 help for details.*

*If **Detect Double Feed** in the Epson Scan 2 window is enabled and a double feed error occurs, remove the card from the ADF and then reload it, tap **DFDS Function** on the control panel's screen to set it to **On** which disables **Detect Double Feed** for the next scan, and then scan again. The **DFDS Function** (Double Feed Detection Skip function) only disables **Detect Double Feed** for one sheet.*

### Related Information

➡ "Required Settings for Special Originals in the Epson Scan 2 Window" on page 101

# Laminated Cards

## Specifications of Laminated Cards

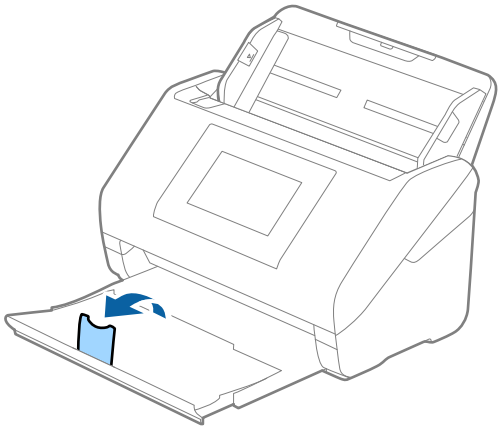
These are the specifications for laminated cards that you can scan.

| Size | Thickness | Loading Capacity |
|---|---|---|
| 120.0×150.0 mm (4.7×5.9 in.) or less | 0.8 mm (0.03 in.) or less | 1 card |

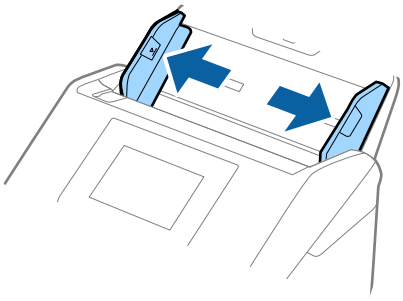
***Note:***
*You cannot scan laminated cards using Epson Smart Panel.*

## Placing Laminated Cards

1. Slide out the output tray and raise the stopper.

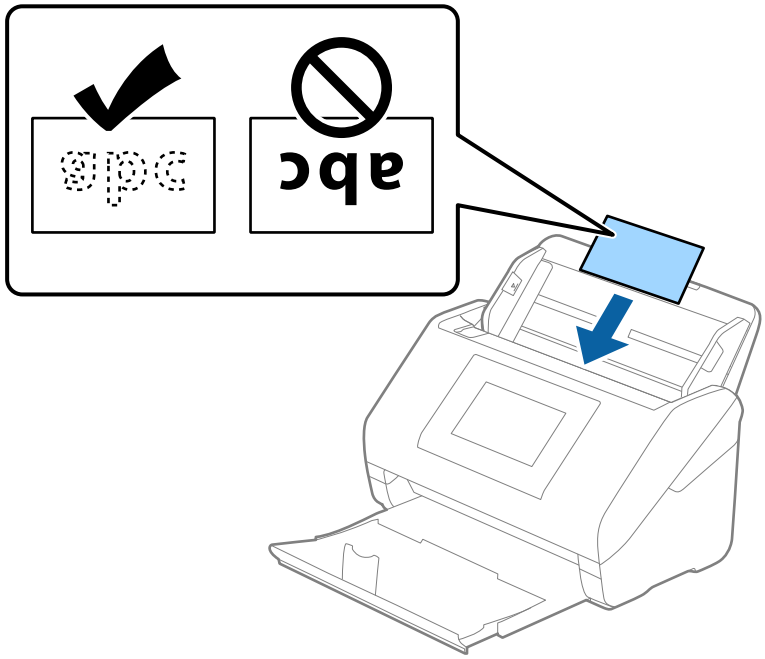


2. Slide the edge guides on the input tray all the way out.

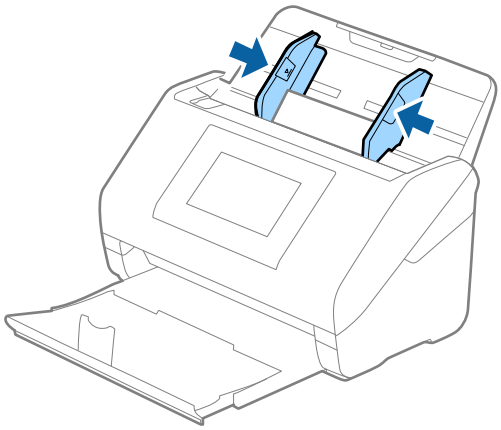


3. Load the laminated cards into the input tray facing down with the top edge facing into the ADF.

   Slide the laminated cards into the ADF until they meet resistance.



4. Slide the edge guides to fit the edge of the laminated cards.



***Note:***
*To scan laminated cards, set the appropriate setting in the Epson Scan 2 window.*

*When you are using Epson ScanSmart, you can open the window by pressing the* ***Settings*** *button > **Scanner Settings** tab > **Scan Settings**.*

- ❏ *To increase the accuracy of auto size detection, select the **Main Settings** tab > **Document Size** > **Settings** > **Scan laminated card**. See the Epson Scan 2 help for details.*
- ❏ *Select the **Main Settings** tab > **Detect Double Feed** > **Off**. See the Epson Scan 2 help for details.*

  *If **Detect Double Feed** is enabled in the Epson Scan 2 window and a double feed error occurs, remove the card from the ADF and then reload it, tap **DFDS Function** on the control panel's screen to set it to **On** which disables **Detect Double Feed** for the next scan, and then scan again. The **DFDS Function** (Double Feed Detection Skip function) only disables **Detect Double Feed** for one sheet.*

**Related Information**

➡ "Required Settings for Special Originals in the Epson Scan 2 Window" on page 101

# Large Size Originals

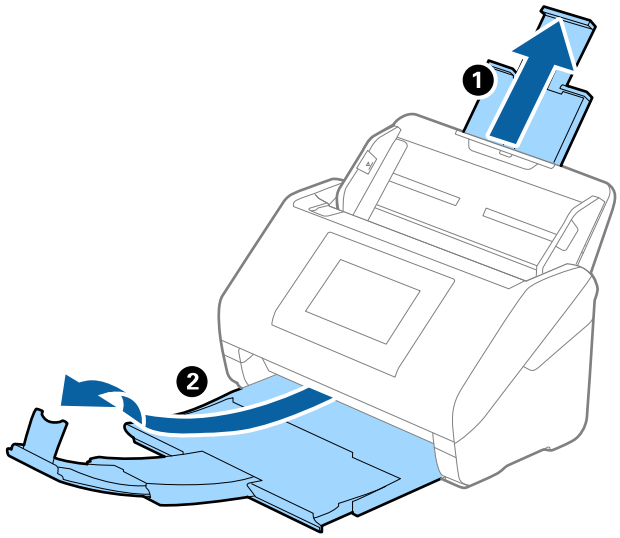
## Specifications of Large Size Originals

By using the Carrier Sheet sold separately and folding the originals in half, you can scan originals larger than A4 size, such as A3 or B4 sizes.

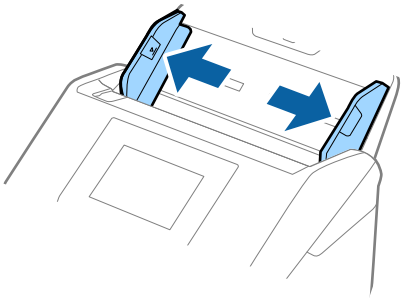
| Size | Thickness | Paper Type | Loading Capacity of the Carrier Sheet |
|---|---|---|---|
| Up to A3 | 0.3 mm (0.012 in.) or less<br>(excluding the thickness of the Carrier Sheet) | Plain paper<br>Fine paper<br>Recycled paper | 10 carrier sheets |

## Placing Large Size Originals

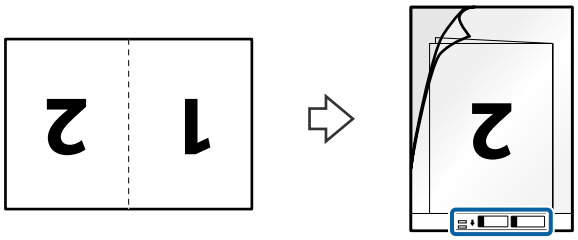
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



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

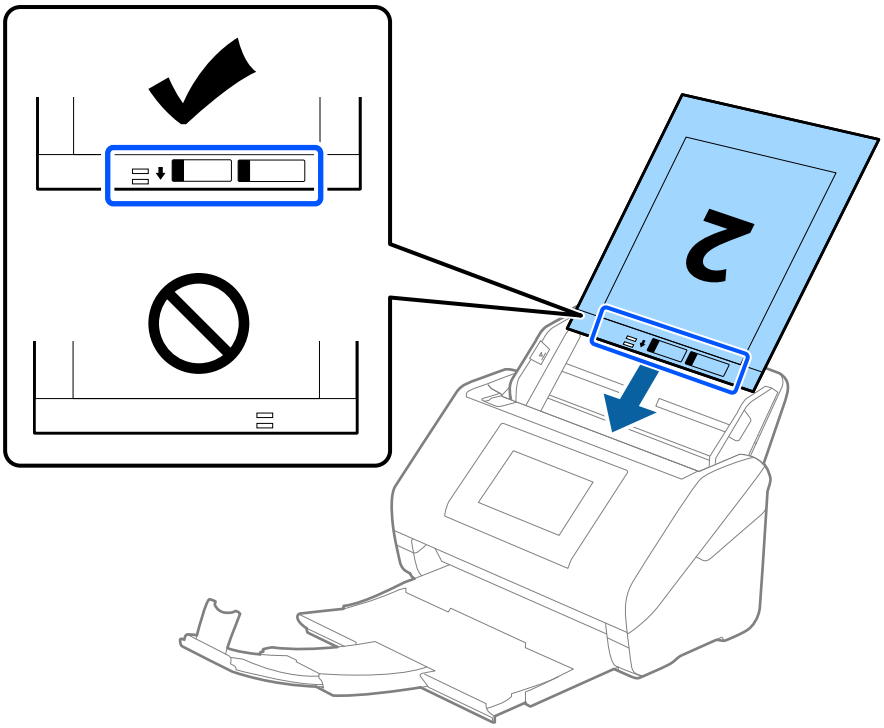


3. Place the Carrier Sheet with the illustration on the front edge facing up and place the original in the carrier sheet by folding it in half so that the side to be scanned is facing out, with the right side at the front.

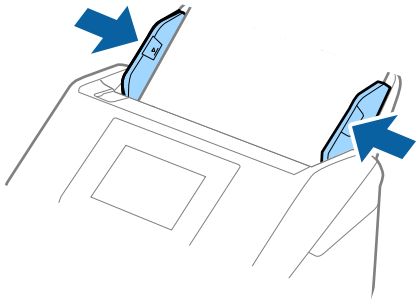



4. Load the Carrier Sheet into the input tray with the top edge (bound edge) facing into the ADF.

   Make sure that the side with usage instructions is facing up. Slide the Carrier Sheet into the ADF until it meets resistance.



5. Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.

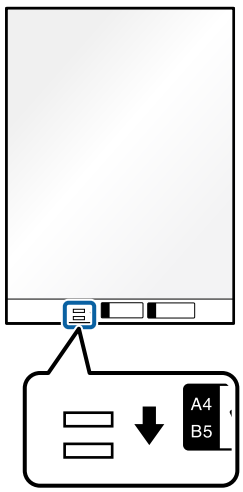


***Note:***

- ❏ *You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.*
- ❏ *To scan both sizes and stitch them together, set the appropriate setting in the Epson Scan 2 window.*

  *When you are using Epson ScanSmart, you can open the window by pressing the **Settings** button > **Scanner Settings** tab > **Scan Settings**.*

  *Select **Double-Sided** from **Scanning Side** and select **Left & Right** from **Stitch Images** in the Epson Scan 2 window. See the Epson Scan 2 help for details.*
- ❏ *When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.*
- ❏ *The leading edge of the original must be placed at the binding part of the Carrier Sheet when scanning an original approximately 297 mm (11.7 in.) long. Otherwise, the length of the scanned image may be longer than intended as the scanner scans to the end of the Carrier Sheet when you select **Auto Detect** as the **Document Size** setting in the Epson Scan 2 window.*
- ❏ *Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.*




**Related Information**

➡ "Carrier Sheet Codes" on page 33

➡ "Required Settings for Special Originals in the Epson Scan 2 Window" on page 101

# Irregular Shaped Originals

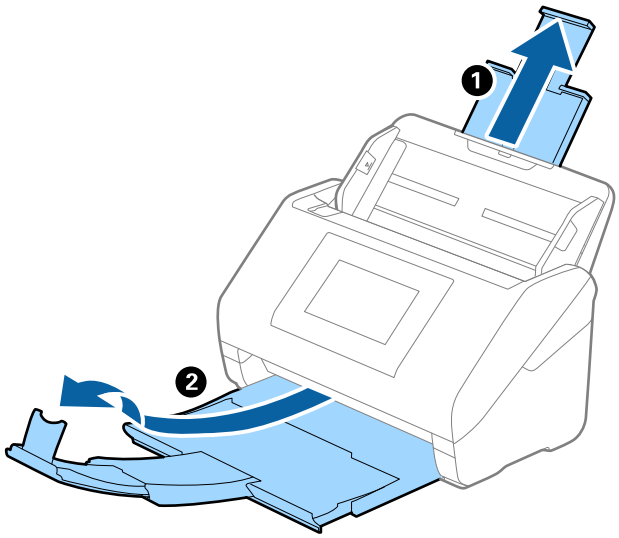
## Specifications of Irregular Shaped Originals

By using the Carrier Sheet sold separately, you can scan originals that are wrinkled, curled, very thin, or irregularly shaped.

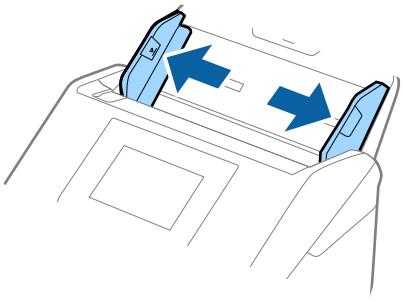
| Size | Thickness | Loading Capacity of the Carrier Sheet |
|---|---|---|
| Up to A4 | 0.3 mm (0.012 in.) or less<br>(excluding the thickness of the Carrier Sheet) | 10 sheets |

## Placing Irregular Shaped Originals

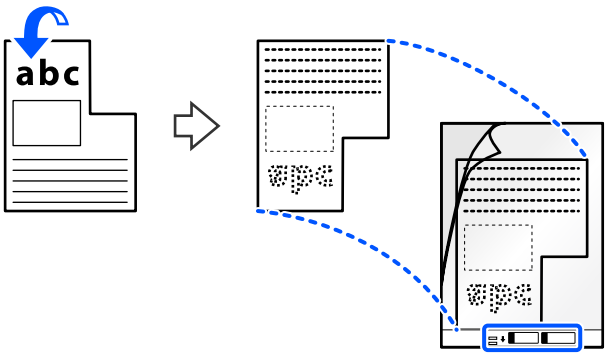
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.




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

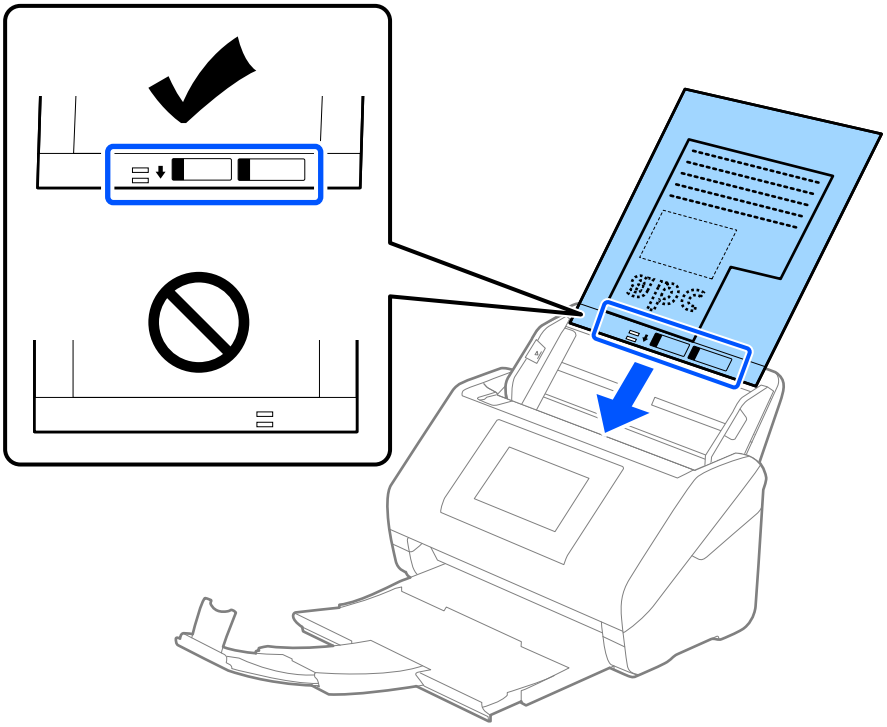


3. Place the Carrier Sheet with the illustration on the front edge facing up and place the original in the center of the Carrier Sheet with the side to be scanned facing down.

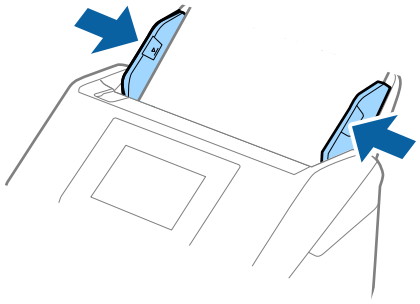



4. Load the Carrier Sheet into the input tray with the top edge (bound edge) facing into the ADF.

   Make sure that the side with usage instructions is facing up. Slide the Carrier Sheet into the ADF until it meets resistance.



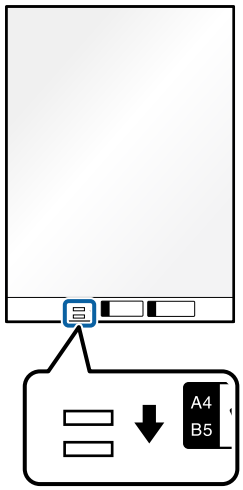
5. Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



***Note:***

- ❏ *You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.*
- ❏ *If you cannot find an appropriate size for the original you want to scan in the **Document Size** list, select **Auto Detect**.*

  *When using Epson Scan 2, you can also select **Customize** to create a custom document size.*
- ❏ *When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.*
- ❏ *Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.*




### Related Information

➡ "Carrier Sheet Codes" on page 33

➡ "Required Settings for Special Originals in the Epson Scan 2 Window" on page 101

# Photographs

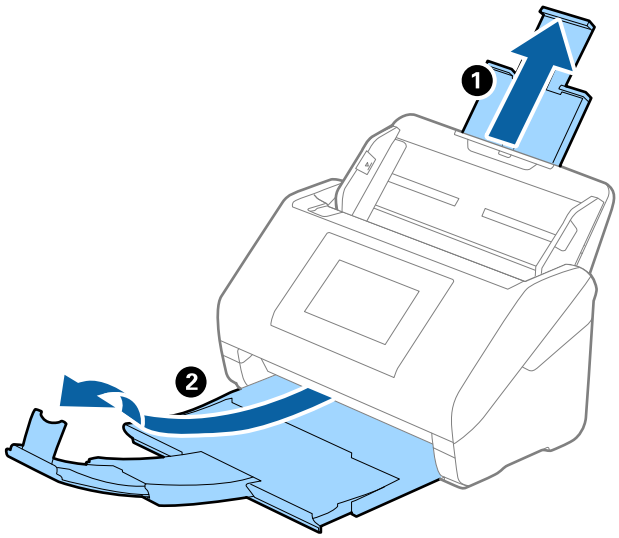
## Specifications of Photographs

By using the Carrier Sheet sold separately, you can scan photographs without worrying about them being damaged.

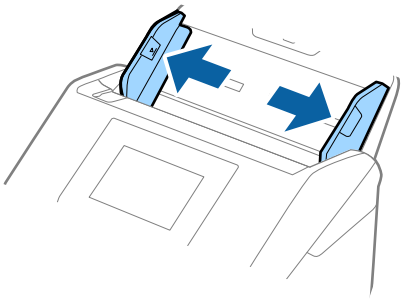
| Size | Thickness | Loading Capacity of the Carrier Sheet |
|---|---|---|
| Up to A4 | 0.3 mm (0.012 in.) or less<br>(excluding the thickness of the Carrier Sheet) | 10 sheets |

## Placing Photographs

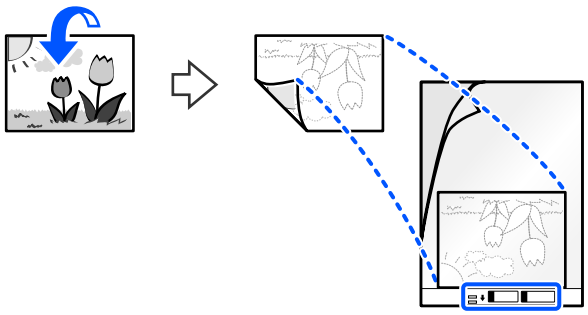
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.




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

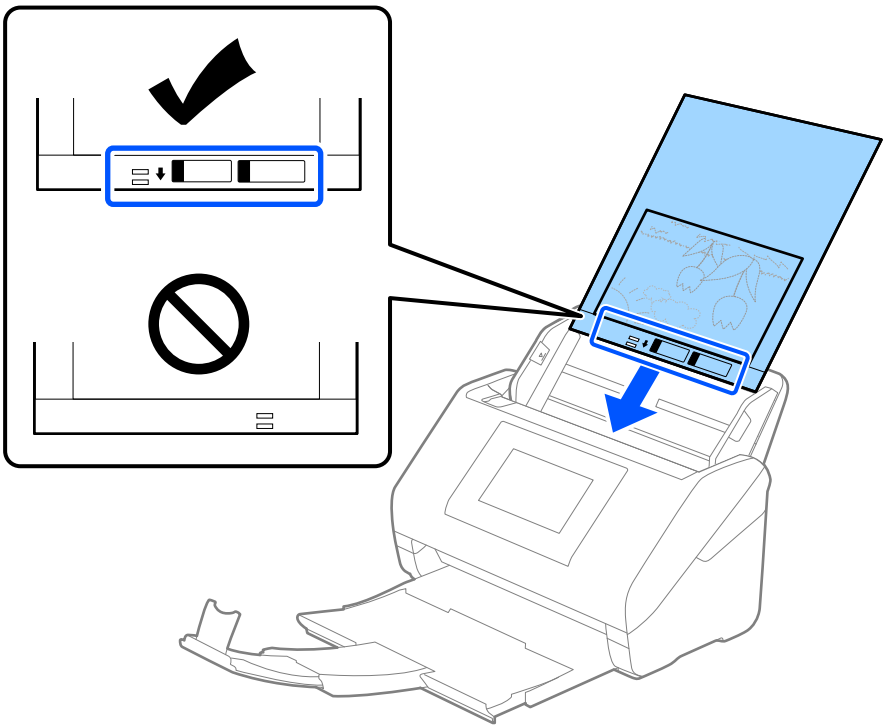


3. Place the Carrier Sheet with the illustration on the front edge facing up and place the photo in the center of the Carrier Sheet with the side to be scanned facing down.

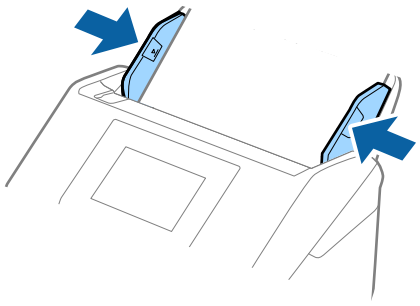


4. Load the Carrier Sheet into the input tray with the top edge (bound edge) facing into the ADF.

   Make sure that the side with usage instructions is facing up. Slide the Carrier Sheet into the ADF until it meets resistance.



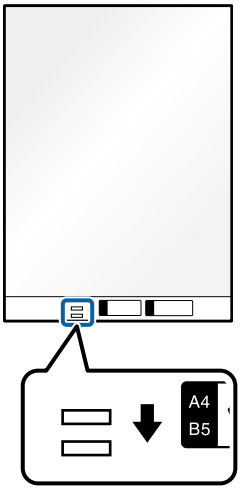
5. Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



***Note:***

- ❏ *You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.*
- ❏ *If you cannot find an appropriate size for the original you want to scan in the **Document Size** list, select **Auto Detect**.*

  *When using Epson Scan 2, you can also select **Customize** to create a custom document size.*
- ❏ *When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.*
- ❏ *Do not leave photos inside the Carrier Sheet for a long time.*
- ❏ *Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.*




**Related Information**

➡ "Carrier Sheet Codes" on page 33

➡ "Required Settings for Special Originals in the Epson Scan 2 Window" on page 101

# Envelopes

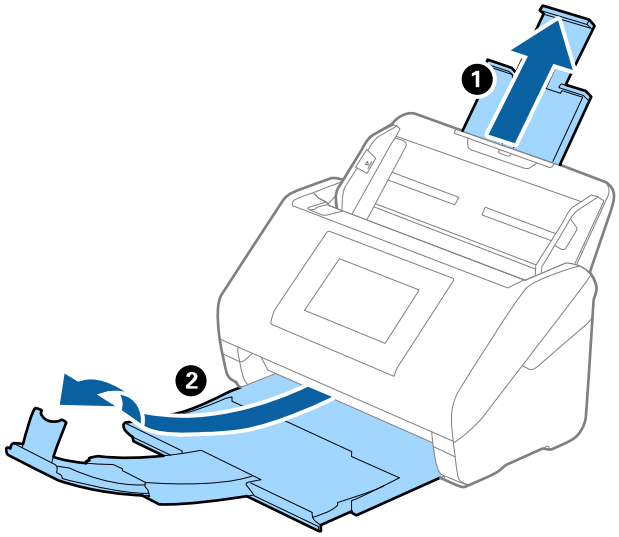
## Specifications of Envelopes

These are the specifications for envelopes that you can scan.

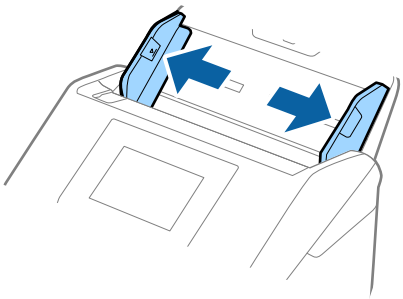
| Size | Measurement | Thickness | Loading Capacity |
|---|---|---|---|
| C6 | 114×162 mm (4.49×6.38 in.) (standard size) | 0.38 mm (0.015 in.) or less | 10 envelopes |
| DL | 110×220 mm (4.33×8.66 in.) (standard size) | | |

## Placing Envelopes

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

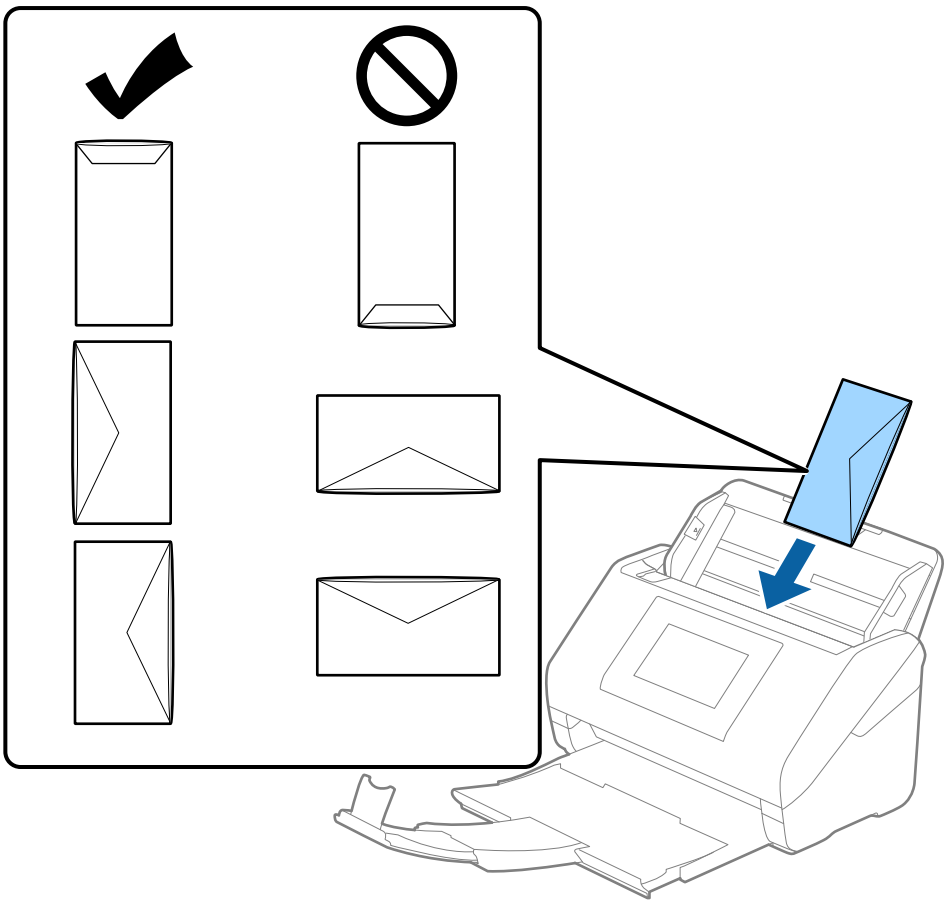



2. Slide the edge guides on the input tray all the way out.



3. Load the envelopes into the input tray facing down making sure that the opened edge (flap side) of the envelope is facing to the side. For envelopes with the opened edge (flap side) on the shorter side, you can load the envelope with the opened edge (flap side) facing up.

   Slide the envelopes into the ADF until they meet resistance.



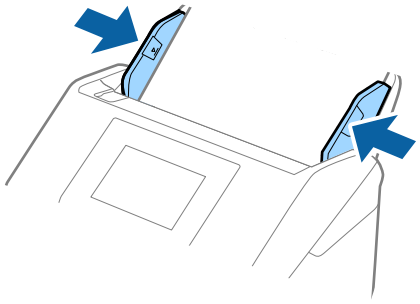
***Important:***

*Do not load envelopes with adhesives on them.*

***Note:***

- ❏ *Envelopes that are not opened by cutting sharply at the flap edge may not be scanned correctly.*
- ❏ *Envelopes that have not yet been sealed can be loaded with the flap open and facing up.*

4. Slide the edge guides to fit the edge of the envelopes making sure there are no gaps between the envelopes and the edge guides. Otherwise, the envelopes may be fed skewed.



***Note:***

❏ *We recommend selecting the appropriate rotation angle or **Auto** as the **Rotate** setting in the application.*

❏ *To scan envelopes, set the appropriate setting in the Epson Scan 2 window.*

*When you are using Epson ScanSmart, you can open the window by pressing the **Settings** button > **Scanner Settings** tab > **Scan Settings**.*

*Select **Main Settings** tab > **Detect Double Feed** > **Off**. See the Epson Scan 2 help for details.*

***Detect Double Feed** is enabled in the Epson Scan 2 window and a double feed error occurs, remove the envelope from the ADF and then reload it, tap **DFDS Function** on the control panel's screen to set it to **On** which disables **Detect Double Feed** for the next scan, and then scan again. The **DFDS Function** (Double Feed Detection Skip function) only disables **Detect Double Feed** for one sheet.*

### Related Information

➡ "Required Settings for Special Originals in the Epson Scan 2 Window" on page 101

# Mixture of Originals

## Specifications of Originals that are a Mixture of Different Sizes

You can load a mixture of originals from 50.8×50.8 mm (2.0×2.0 in.) to A4 (or Letter) size. You can also load a mixture of paper types or thickness.

***Important:***

❏ *When placing and scanning originals that are a mixture of different sizes, originals may be fed askew because not all of the originals are supported by edge guides.*

❏ *Originals may be jammed or fed askew if you set different types or very different sizes of originals, such as in the following cases.*

*· Thin paper and Thick paper*

*· A4 size paper and card size paper*

*If originals are fed askew, check whether or not the scanned image is available.*

***Note:***

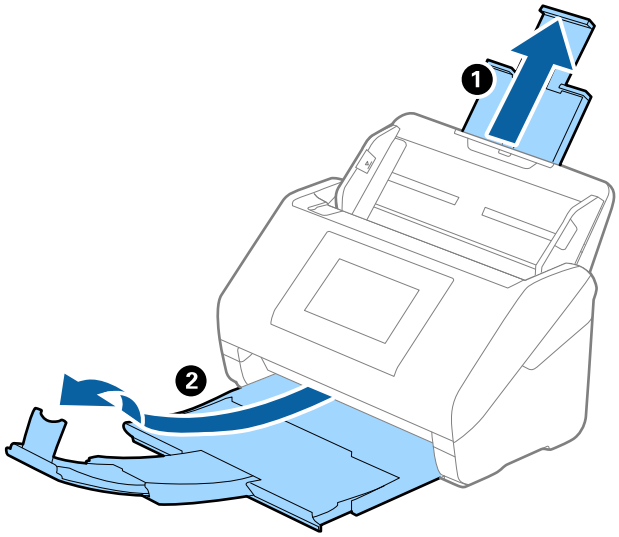
❏ *If originals are jammed or are not fed correctly, enabling **Slow** mode may improve feeding.*

❏ *Alternatively, you can scan originals of different paper sizes and types by loading them one by one using **Automatic Feeding Mode**.*

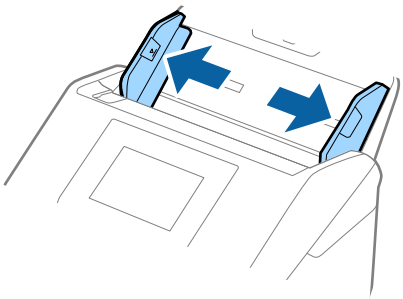
## Placing a Mixture of Originals at Different Sizes

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

   ***Note:***
   *If there are any thick originals, to stop them from bumping into the output tray and falling out, store the output tray and do not use it to stack the ejected originals.*

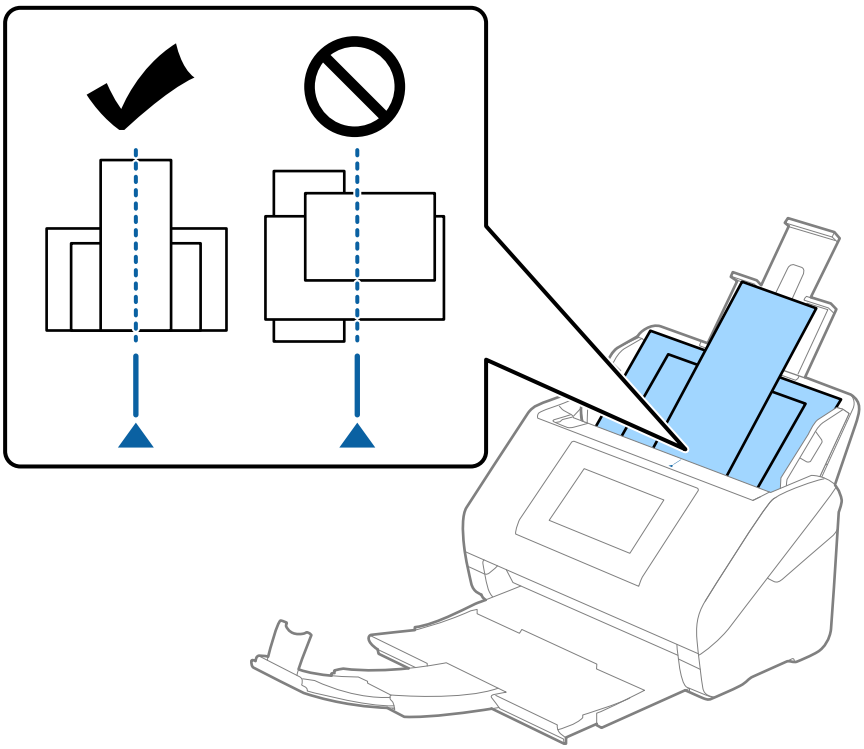



2. Slide the edge guides on the input tray all the way out.



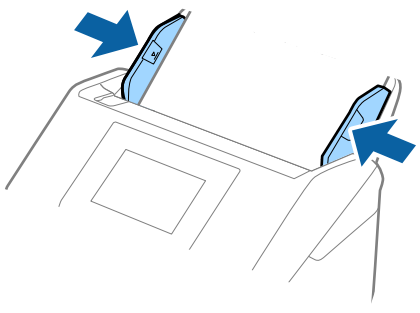
3. Load the originals at the center of the input tray in descending order of paper size with the widest at the back and the narrowest at the front.

> ***Important:***
> *Check the following points when setting different sizes of originals.*
> ❏ *Slide the originals with their leading edges aligned, until they meet resistance in the ADF.*
> ❏ *Set the originals at the center of the input tray. Refer to the ▲ mark on the scanner as your guide.*
> ❏ *Set the originals straight.*
> *If not, originals may be fed askew or jammed.*



***Note:***
*Load the originals into the input tray facing down and slightly displace the top edges at an angle facing into the ADF.*

4. Slide the edge guides to fit the edges of the widest original.



**Related Information**

➡ "Scanning Different Sizes or Types of Originals One by One Continuously (Automatic Feeding Mode)" on page 102

# Scanning

Scanning Using the Control Panel. . . . . 72

Scanning Using Presets Settings. . . . . .97

Scanning from a Computer. . . . . 98

Scanning Different Sizes or Types of Originals One by One Continuously (Automatic Feeding Mode). . . . . 102

Scanning from a Smart Device. . . . . .105

# Scanning Using the Control Panel

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

Computer

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

Network Folder/FTP

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

Email

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

Cloud

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

Memory Device

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

WSD

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

## Save to Computer

### Scan to Computer Feature Work Flow

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

| Necessary Operations | Operation Location | Explanations |
|---|---|---|
| 1. Install the software on your computer and connect the scanner to your computer<br>(This is unnecessary if you installed the software connected during setup) | Scanner and computer | Perform the following operations using the installer.<br>❏ Install the necessary software on your computer<br>❏ Connect the scanner to the computer<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions) |
| 2. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Saving to a Computer" on page 72 |

### Saving to a Computer

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

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

"Scan to Computer Feature Work Flow" on page 72

1. Place the original.

   Example: For standard paper

   "Placing Standard Size Originals" on page 41

2. Select **Computer** on the home screen on the control panel.

3. Select the computer to which you want to save the scanned images.

4. Select the scanning side from **1-Sided** or **2-Sided**.

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

   You can change the settings such as **Slow** or **DFDS Function**.

6. Tap ◇.

   Epson ScanSmart starts on your computer, and scanning starts. When scanning is complete, follow the instructions in Epson ScanSmart to save the image.

# Save to Network Folder

## Scan to Network Folder/FTP Feature Work Flow

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

| Necessary Operations | Operation Location | Explanation |
|---|---|---|
| 1. Connect the scanner to the network<br>(This is unnecessary if you connected to the network during setup) | Scanner and computer | Connect the scanner to the network using the installer.<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions)<br>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) and follow the on-screen instructions to connect to the network.<br>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 107* |
| 2. Create a network folder | Computer | Create a folder to save the scanned image. Create a folder on a computer on your network, and then configure the folder to be shared.<br>"Creating a Network Folder" on page 108 |

| Necessary Operations | Operation Location | Explanation |
|---|---|---|
| 3. Register the folder in **Contacts** | Computer (Web Config) or the scanner's control panel | Register the created network folder in the scanner's **Contacts**. This allows you to select the destination from Contacts without having to enter the destination folder path when scanning.<br>"Registering a Destination (Network Folder (SMB))" on page 120<br>***Note:***<br>*See the following for FTP or SharePoint (WebDAV) folders.*<br>*"Registering a Destination (FTP)" on page 121*<br>*"Registering a Destination (SharePoint(WebDAV))" on page 122* |
| 4. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Saving to a Network Folder" on page 74 |

## Saving to a Network Folder

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

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

"Scan to Network Folder/FTP Feature Work Flow" on page 73

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

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

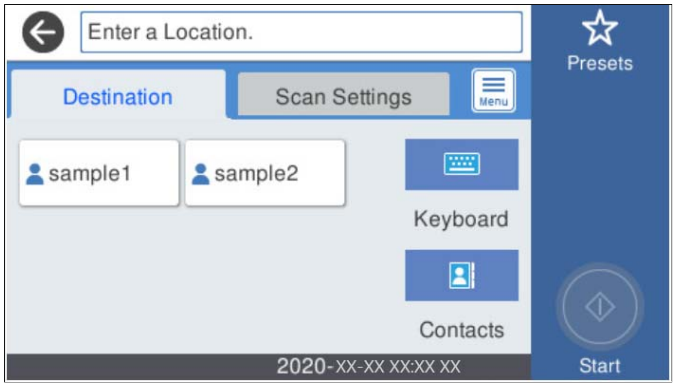
1. Place the original.

   Example: For standard paper

   "Placing Standard Size Originals" on page 41

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

3. Specify the folder.




❏ To select frequently used addresses: Select the icons displayed on the screen.

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

"Settings for Editing the Destination" on page 75

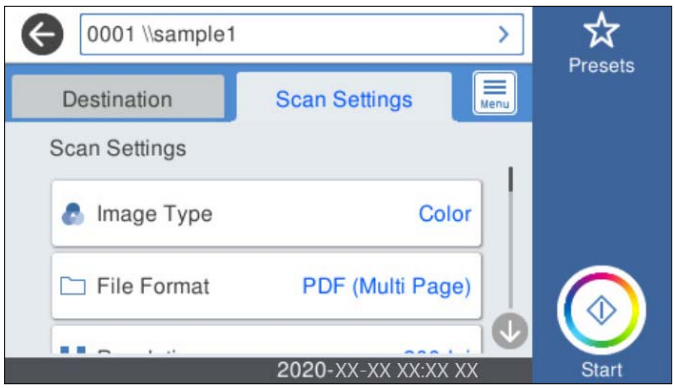
You may be prompted to save the address to the Contacts list. Follow the on-screen instructions to save it.

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

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

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

"Scan Menu Options for Scanning to a Folder" on page 76




***Note:***

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

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

You can change the settings such as **Slow** or **DFDS Function**.

6. Tap ◇.

Scanned images are saved in the destination network folder.

***Note:***

*After scanning, you may be prompted to save the settings as the **User Settings**.*

### *Settings for Editing the Destination*

Communication Mode:

Select the communication mode for the folder.

Location (Required):

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

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

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

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

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

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

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

User Name:

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

Password:

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

Connection Mode:

Select the connection mode for the folder.

Port Number:

Enter a port number for the folder.

Proxy Server Settings:

Select whether or not to use a proxy server.

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

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

Image Type:

Select the color of the output image.

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

❏ Color/Grayscale:

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

❏ Color/Black & White:

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

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

"Available File Format and Image Type combinations" on page 96

File Format:

Select the format in which to save the scanned image.

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

❏ Compression Ratio:

Select how much to compress the scanned image.

❏ PDF Settings:

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

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

Resolution:

Select the scanning resolution.

2-Sided:

Select the side of the original you want to scan.

❏ Binding(Original):

Select the binding direction of the original.

Original Size:

Select the size of the original you placed.

❏ Crop Margins for Size "Auto":

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

❏ Scan laminated card:

For laminated originals, transparent areas around the edges are also scanned.

***Note:***
*The appropriate effects may not be achieved depending on the original.*

Rotate:

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

Density:

Select the contrast of the scanned image.

Remove Background:

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

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

Text Enhancement:

Make blurred letters in the original clear and sharp.

❏ Edge Enhancement:

You can enhance the text edges (the border between the text and the background).

When you increase the value, the edges of thin text become black.

Decrease the value if there is too much noise in the scanned image.

❏ Threshold:

You can adjust the borderline for monochrome binary (black or white).

The black areas become larger when you increase the value, and the white areas become larger when you decrease the value.

❏ Noise reduction level:

You can adjust the level of noise reduction (unnecessary black dots).

The higher the level, the more noise reduction is applied.

Remove Shadow:

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

❏ Surround:

Remove the shadows at the edge of the original.

Correct Document Skew:

Correct skew in the scanned image.

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

Skip Blank Pages:

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

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

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

Automatic Feeding Mode:

Set Automatic Feeding Mode. This feature allows you to continue scanning automatically after the originals are scanned. This feature is useful when scanning different sizes or types of originals one by one.

Adjust the edge guides of the scanner before placing each original.

❏ Auto: Start scanning when an original is set while the continuation confirmation message is displayed.

❏ Manual: Start scanning when the **Start Scanning** button is pressed while the continuation confirmation message is displayed.

Detect Double Feed:

Display a warning when multiple originals are fed at the same time.

❏ Ultrasonic sensor: Detect a double feed using an ultrasonic sensor. You can specify the detection range.

❏ Length: Detect a double feed by the length. When the length of the second original scanned is different from the first, this is identified as a double feed. You can specify the difference in length for detection.

File Name:

❏ Filename Prefix:

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

❏ Add Date:

Add the date to the file name.

❏ Add Time:

Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

# Send via Email

## To Send by Email

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

| Method | Send easily using Epson's service | Send by setting up an email server |
|---|---|---|
| What do you want to do? | I want to send emails easily using simple settings. | ❏ I want to send emails to multiple addresses at once.<br>❏ I want to select the sender's email address. |
| Explanations | "Scan to Cloud Feature Work Flow" on page 85<br>1. Register your scanner with *Epson Connect**, an Epson service.<br>2. Add email addresses to the destination list. | "Scan to Email Feature Work Flow" on page 80<br>1. Check the email server information.<br>2. Register server addresses and other email server information to the scanner.<br>3. Register the email addresses to your Contacts (optional). |

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

### Differences in Available Features

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

## Scan to Email Feature Work Flow

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

"To Send by Email" on page 79

This section gives instructions for setting up an email server to send scanned images by email.

| Necessary Operations | Operation Location | Explanation |
|---|---|---|
| 1. Connect the scanner to the network<br>(This is unnecessary if you connected to the network during setup) | Scanner and computer | Connect the scanner to the network using the installer.<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions)<br>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) and follow the on-screen instructions to connect to the network.<br>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 107* |
| 2. Register your email server information to the scanner | Computer (Web Config) or the scanner's control panel | The Scan to Email feature allows you to send scanned images through an email server. Register the email server information to the scanner.<br>"Registering an Email Server" on page 113 |
| 3. Check the email server connection | Computer (Web Config) or the scanner's control panel | Test the email server connection.<br>"Checking an Email Server Connection" on page 117 |
| 4. Register the recipient's email address in **Contacts** | Computer (Web Config) or the scanner's control panel | Register the recipient's email address in the scanner's **Contacts**. This allows you to select the recipient from Contacts without having to enter their email address when scanning.<br>"Registering a Destination (Email)" on page 119 |
| 5. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Scanning Originals to an Email" on page 80 |

## Scanning Originals to an Email

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

"To Send by Email" on page 79

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

"Scan to Email Feature Work Flow" on page 80

The following explains how to scan using an email server.

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

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

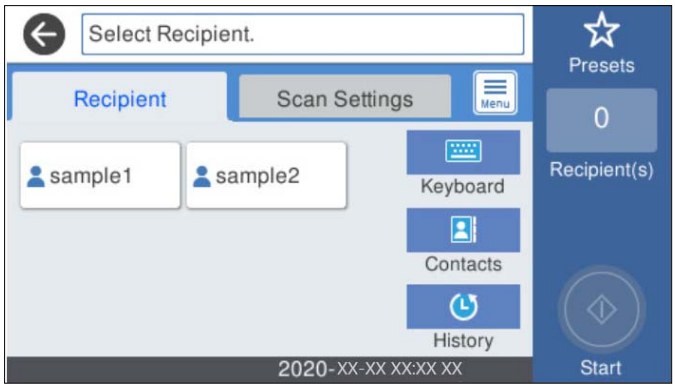
1. Place the original.

   Example: For standard paper

   "Placing Standard Size Originals" on page 41

2. Select **Email** on the home screen on the control panel.

3. Specify the destination.




- ❏ To select frequently used addresses: Select the icons displayed on the screen.
- ❏ To enter the email address manually: Select **Keyboard**, enter the email address, and then select **OK**.
- ❏ To select from the contacts list: Select **Contacts**, select a contact or a group, and then select **Close**.

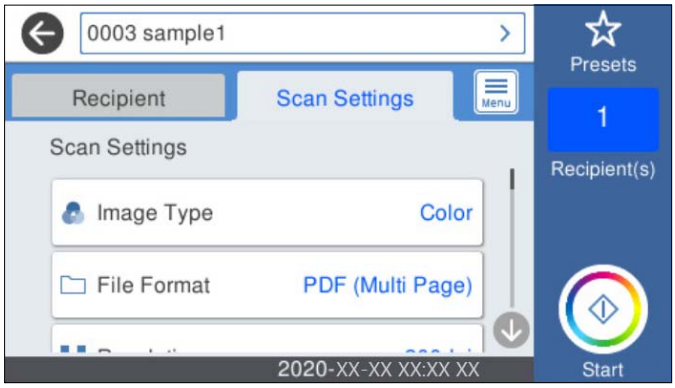
  You can search for a contact from the contacts list. Enter the search keyword into the box at the top of the screen.
- ❏ To select from the history list: Select **History**, select a contact, and then select **Close**.

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

  *If groups are included in recipients, you can select up to 200 individual addresses in total, taking addresses in the groups into account.*
- ❏ *Select the address box at the top of the screen to display the list of selected addresses.*

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

   "Scan Menu Options for Scanning to an Email" on page 82




   ***Note:***

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

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

   You can change the settings such as **Slow** or **DFDS Function**.

6. Tap ◇.

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

***Note:***
*After scanning, you may be prompted to save the settings as the **User Settings**.*

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

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

Image Type:

Select the color of the output image.

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

❏ Color/Grayscale:

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

❏ Color/Black & White:

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

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

"Available File Format and Image Type combinations" on page 96

File Format:

Select the format in which to save the scanned image.

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

❏ Compression Ratio:

Select how much to compress the scanned image.

❏ PDF Settings:

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

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

Resolution:

Select the scanning resolution.

2-Sided:

Select the side of the original you want to scan.

❏ Binding(Original):

Select the binding direction of the original.

Original Size:

Select the size of the original you placed.

❏ Crop Margins for Size "Auto":

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

❏ Scan laminated card:

For laminated originals, transparent areas around the edges are also scanned.

***Note:***
*The appropriate effects may not be achieved depending on the original.*

Rotate:

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

Density:

Select the contrast of the scanned image.

Remove Background:

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

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

Text Enhancement:

Make blurred letters in the original clear and sharp.

❏ Edge Enhancement:

You can enhance the text edges (the border between the text and the background).

When you increase the value, the edges of thin text become black.

Decrease the value if there is too much noise in the scanned image.

❏ Threshold:

You can adjust the borderline for monochrome binary (black or white).

The black areas become larger when you increase the value, and the white areas become larger when you decrease the value.

❏ Noise reduction level:

You can adjust the level of noise reduction (unnecessary black dots).

The higher the level, the more noise reduction is applied.

### Remove Shadow:

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

❏ Surround:

Remove the shadows at the edge of the original.

### Correct Document Skew:

Correct skew in the scanned image.

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

### Skip Blank Pages:

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

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

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

### Automatic Feeding Mode:

Set Automatic Feeding Mode. This feature allows you to continue scanning automatically after the originals are scanned. This feature is useful when scanning different sizes or types of originals one by one.

Adjust the edge guides of the scanner before placing each original.

❏ Auto: Start scanning when an original is set while the continuation confirmation message is displayed.

❏ Manual: Start scanning when the **Start Scanning** button is pressed while the continuation confirmation message is displayed.

### Detect Double Feed:

Display a warning when multiple originals are fed at the same time.

❏ Ultrasonic sensor: Detect a double feed using an ultrasonic sensor. You can specify the detection range.

❏ Length: Detect a double feed by the length. When the length of the second original scanned is different from the first, this is identified as a double feed. You can specify the difference in length for detection.

### Subject:

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

### Attached File Max Size:

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

File Name:

❏ Filename Prefix:

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

❏ Add Date:

Add the date to the file name.

❏ Add Time:

Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

# Send to the Cloud

## Scan to Cloud Feature Work Flow

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

❏ You can easily send scanned images by email by registering an email address as the destination.

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

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

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

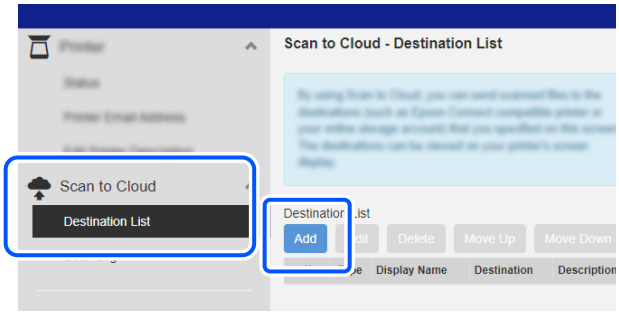
*https://epson.ca/connect (Canada)*

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

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

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

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

| Necessary Operations | Operation Location | Explanation |
|---|---|---|
| 1. Connect the scanner to the network<br><br>(This is unnecessary if you connected to the network during setup) | Scanner and computer | Connect the scanner to the network using the installer.<br><br>Visit the following website and search for your model to access the installer.<br><br>https://support.epson.com (U.S., Canada, and Latin America)<br><br>https://epson.sn > **Setup** (Other regions)<br><br>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) and follow the on-screen instructions to connect to the network.<br><br>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 107* |
| 2. Register the product with Epson Connect | Scanner's control panel and computer<br><br>(Epson Connect website) | Register your product with Epson Connect and enable the service.<br><br>On the scanner's control panel, select **Settings** > **Web Service Settings** > **Epson Connect Services** > **Register**, and then follow the on-screen instructions to register.<br><br>***Note:***<br>*If you are prompted to enter a verification code, access the following URL and enter the code.*<br><br>*https://www.epsonconnect.com/activation* |
| 3. Register a destination list on the Epson Connect user page | Computer<br><br>(Epson Connect website) | Register the destinations you want to send to in the destination list on the Epson Connect user page.<br><br>Access the user page from the following URL, select **Scan to Cloud** > **Destination List** > **Add***, and then follow the on-screen instructions to add a destination.<br><br>https://www.epsonconnect.com/user<br><br><br><br>***Note:***<br>*When registering an email address, select* ***Email Address*** *as the destination type.* |

| Necessary Operations | Operation Location | Explanation |
|---|---|---|
| 4. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Sending to the Cloud" on page 87 |

*Epson Connect services are subject to change without notice.

## Sending to the Cloud

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

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

"Scan to Cloud Feature Work Flow" on page 85

1. Place the original.

   Example: For standard paper

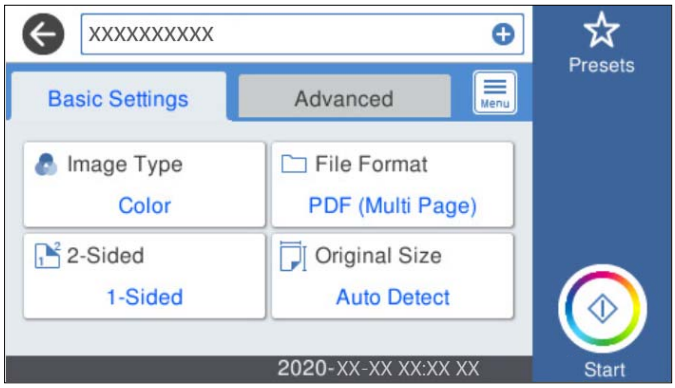
   "Placing Standard Size Originals" on page 41

2. Select **Cloud** on the home screen on the control panel.

3. Select ⊕ on the top of the screen, and then select a destination.

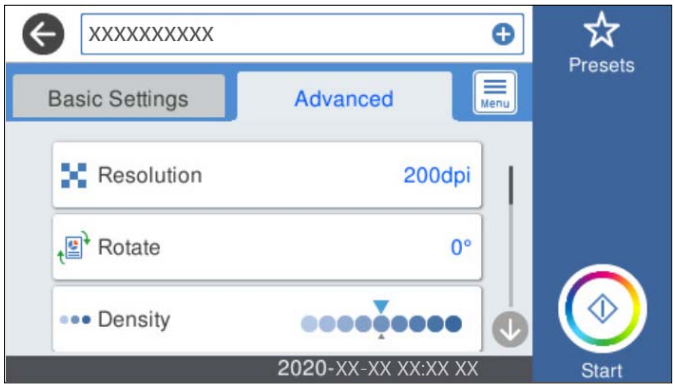
4. Set items on **Basic Settings** tab, such as the save format.

   "Basic Menu Options for Scanning to the Cloud" on page 88



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

   "Advanced Menu Options for Scanning to the Cloud" on page 89




   ***Note:***

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

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

   You can change the settings such as **Slow** or **DFDS Function**.

7. Tap ◇.

Scanned images are sent to the registered destination.

***Note:***
*After scanning, you may be prompted to save the settings as the* ***User Settings****.*

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

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

Image Type:

Select the color of the output image.

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

❏ Color/Grayscale:

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

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

"Available File Format and Image Type combinations" on page 96

File Format:

Select the format in which to save the scanned image.

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

2-Sided:

Select the side of the original you want to scan.

❏ Binding(Original):

Select the binding direction of the original.

Original Size:

Select the size of the original you placed.

❏ Crop Margins for Size "Auto":

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

❏ Scan laminated card:

For laminated originals, transparent areas around the edges are also scanned.

***Note:***
*The appropriate effects may not be achieved depending on the original.*

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

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

Resolution:

Select the scanning resolution.

Rotate:

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

Density:

Select the contrast of the scanned image.

Remove Background:

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

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

Text Enhancement:

Make blurred letters in the original clear and sharp.

❏ Edge Enhancement:

You can enhance the text edges (the border between the text and the background).

When you increase the value, the edges of thin text become black.

Decrease the value if there is too much noise in the scanned image.

❏ Threshold:

You can adjust the borderline for monochrome binary (black or white).

The black areas become larger when you increase the value, and the white areas become larger when you decrease the value.

❏ Noise reduction level:

You can adjust the level of noise reduction (unnecessary black dots).

The higher the level, the more noise reduction is applied.

Remove Shadow:

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

❏ Surround:

Remove the shadows at the edge of the original.

Correct Document Skew:

Correct skew in the scanned image.

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

Skip Blank Pages:

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

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

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

Automatic Feeding Mode:

Set Automatic Feeding Mode. This feature allows you to continue scanning automatically after the originals are scanned. This feature is useful when scanning different sizes or types of originals one by one.

Adjust the edge guides of the scanner before placing each original.

❏ Auto: Start scanning when an original is set while the continuation confirmation message is displayed.

❏ Manual: Start scanning when the **Start Scanning** button is pressed while the continuation confirmation message is displayed.

Detect Double Feed:

Display a warning when multiple originals are fed at the same time.

❏ Ultrasonic sensor: Detect a double feed using an ultrasonic sensor. You can specify the detection range.

❏ Length: Detect a double feed by the length. When the length of the second original scanned is different from the first, this is identified as a double feed. You can specify the difference in length for detection.

Clear All Settings

Resets the scan settings to their defaults.

# Save to Memory Device

## Scan to Memory Device Feature Work Flow

This section explains how to save scanned images to an external USB device connected to the scanner.

| Necessary Operations | Operation Location | Explanations |
|---|---|---|
| 1. Connect the USB device to the scanner | Scanner | Insert a USB device into the scanner's external interface USB port.<br>"Inserting an External USB Device" on page 27 |
| 2. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Saving to a Memory Device" on page 91 |

## Saving to a Memory Device

You can save the scanned image to an external USB device.

1. Place the original.

   Example: For standard paper

   "Placing Standard Size Originals" on page 41

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

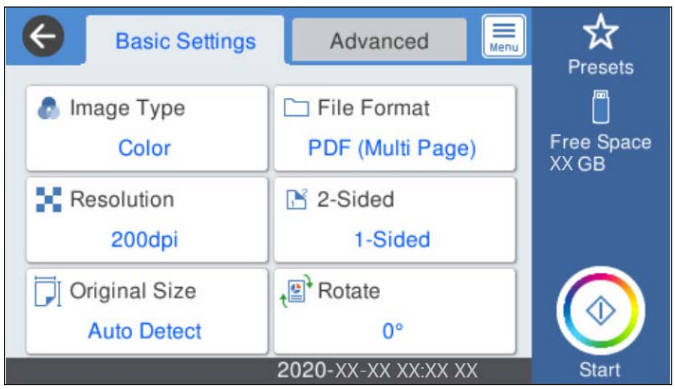
   "Inserting an External USB Device" on page 27

3. Select **Memory Device** on the home screen on the control panel.

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

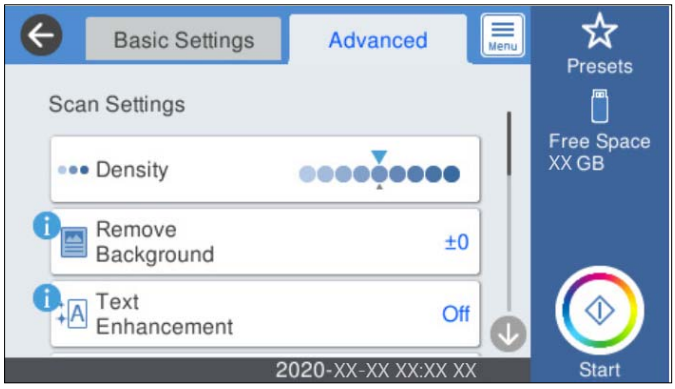
4. Set items on **Basic Settings** tab, such as the save format.

   "Basic Menu Options for Scanning to a Memory Device" on page 92



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

"Advanced Menu Options for Scanning to a Memory Device" on page 93




***Note:***

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

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

You can change the settings such as **Slow** or **DFDS Function**.

7. Tap ◇.

Scanned images are saved in the destination USB device.

***Note:***
*After scanning, you may be prompted to save the settings as the* ***User Settings****.*

### *Basic Menu Options for Scanning to a Memory Device*

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

Image Type:

Select the color of the output image.

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

❏ Color/Grayscale:

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

❏ Color/Black & White:

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

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

"Available File Format and Image Type combinations" on page 96

File Format:

Select the format in which to save the scanned image.

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

❏ Compression Ratio:

Select how much to compress the scanned image.

❏ PDF Settings:

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

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

Resolution:

Select the scanning resolution.

2-Sided:

Select the side of the original you want to scan.

❏ Binding(Original):

Select the binding direction of the original.

Original Size:

Select the size of the original you placed.

❏ Crop Margins for Size "Auto":

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

❏ Scan laminated card:

For laminated originals, transparent areas around the edges are also scanned.

***Note:***
*The appropriate effects may not be achieved depending on the original.*

Rotate:

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

### *Advanced Menu Options for Scanning to a Memory Device*

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

Density:

Select the contrast of the scanned image.

Remove Background:

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

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

Text Enhancement:

Make blurred letters in the original clear and sharp.

❏ Edge Enhancement:

You can enhance the text edges (the border between the text and the background).

When you increase the value, the edges of thin text become black.

Decrease the value if there is too much noise in the scanned image.

❏ Threshold:

You can adjust the borderline for monochrome binary (black or white).

The black areas become larger when you increase the value, and the white areas become larger when you decrease the value.

❏ Noise reduction level:

You can adjust the level of noise reduction (unnecessary black dots).

The higher the level, the more noise reduction is applied.

### Remove Shadow:

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

❏ Surround:

Remove the shadows at the edge of the original.

### Correct Document Skew:

Correct skew in the scanned image.

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

### Skip Blank Pages:

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

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

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

### Automatic Feeding Mode:

Set Automatic Feeding Mode. This feature allows you to continue scanning automatically after the originals are scanned. This feature is useful when scanning different sizes or types of originals one by one.

Adjust the edge guides of the scanner before placing each original.

❏ Auto: Start scanning when an original is set while the continuation confirmation message is displayed.

❏ Manual: Start scanning when the **Start Scanning** button is pressed while the continuation confirmation message is displayed.

### Detect Double Feed:

Display a warning when multiple originals are fed at the same time.

❏ Ultrasonic sensor: Detect a double feed using an ultrasonic sensor. You can specify the detection range.

❏ Length: Detect a double feed by the length. When the length of the second original scanned is different from the first, this is identified as a double feed. You can specify the difference in length for detection.

File Name:

❏ Filename Prefix:

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

❏ Add Date:

Add the date to the file name.

❏ Add Time:

Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

# Use WSD Functions

## Scan to WSD Work Flow

| Necessary Operations | Operation Location | Explanation |
|---|---|---|
| 1. Connect the scanner and the computer to the network<br>(This is unnecessary if you connected to the network during setup) | Scanner and computer | Connect the scanner to the network using the installer.<br>Visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions)<br>When the connection method selection screen is displayed, select wireless LAN (Wi-Fi) and follow the on-screen instructions to connect to the network.<br>***Note:***<br>❏ *When you use the installer, the software is installed at the same time.*<br>❏ *You can also set this manually (for administrators).*<br>*"Connecting the Scanner to the Network" on page 107* |
| 2. Scan from the control panel | Scanner's control panel | Perform scanning from the control panel.<br>"Scanning Using WSD" on page 96<br>***Note:***<br>*If the destination computer is not displayed, follow the steps below to add a WSD scanning device.*<br>*"Adding a WSD Scan Device" on page 95* |

## Adding a WSD Scan Device

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

The following procedure is an example for Windows 11. The procedure may differ depending on your environment.

1. Display the device list.

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

2. Click **Add device**.

3. Select your scanner, and then click **Add device**.

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

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

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

***Note:***

- *You can change the WSD scan event. Click the scanner you added, and then click **Scanner properties** > **Properties** > **Events**.*
- *You can add a WSD scan device from the Windows Control Panel.*

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

## Scanning Using WSD

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

*"Adding a WSD Scan Device" on page 95*

1. Place the originals.
2. Select **WSD** on the home screen of the scanner's control panel.
3. Select a destination.
4. Tap ⧫.
5. Follow the on-screen instructions when the **WSD Scan Device** screen is displayed on your computer.

# Available File Format and Image Type combinations

You can select the following image types depending on the File Format and destination.

| Destination | File Format | | | | |
|---|---|---|---|---|---|
| | **JPEG** | **PDF (Single Page)**<br>**PDF/A (Single Page)** | **PDF (Multi Page)**<br>**PDF/A (Multi Page)** | **TIFF (Single Page)** | **TIFF (Multi Page)** |
| Network Folder/FTP | ❏ Color<br>❏ Gray<br>❏ Color/ Grayscale | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ B&W |
| Email | ❏ Color<br>❏ Gray<br>❏ Color/ Grayscale | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ B&W | ❏ B&W |
| Cloud | ❏ Color<br>❏ Gray<br>❏ Color/ Grayscale | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale | - | - |
| Memory Device | ❏ Color<br>❏ Gray<br>❏ Color/ Grayscale | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ Color<br>❏ Gray<br>❏ B&W<br>❏ Color/ Grayscale<br>❏ Color/Black & White | ❏ B&W |

# Scanning Using Presets Settings

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

1. Use one of the following methods to load the **Presets**.

   ❏ Select **Presets** on the home screen of the scanner's control panel, and then select the setting from the list.

   ❏ Select ☆ on the scanning menu, select **Load Presets**, and then select the setting from the list.

   ❏ If you have added the **Presets** icon to the home screen, select the icon on the home screen.

   ***Note:***
   *If you have enabled **Quick Send** in the preset settings, on the preset setting, scanning starts immediately.*

2. If the loading confirmation screen is displayed, select **Close** to close the screen.
3. Check the loaded **Presets** settings.
4. Tap ⓘ.

**Related Information**

➡ "Registering Presets" on page 132

# Scanning from a Computer

## Scanning Using Epson ScanSmart

Use the scanning application Epson ScanSmart to scan.

This application allows you to scan documents easily, and then save the scanned images in simple steps. See the Epson ScanSmart help for details on how to use the application. This section explains how to scan and save to a PDF file as a basic step.

1. Place the originals on your scanner.
2. Start Epson ScanSmart.
   - ❏ Windows 11

     Click the start button, and then select **All apps** > **Epson Software** > **Epson ScanSmart**.
   - ❏ Windows 10

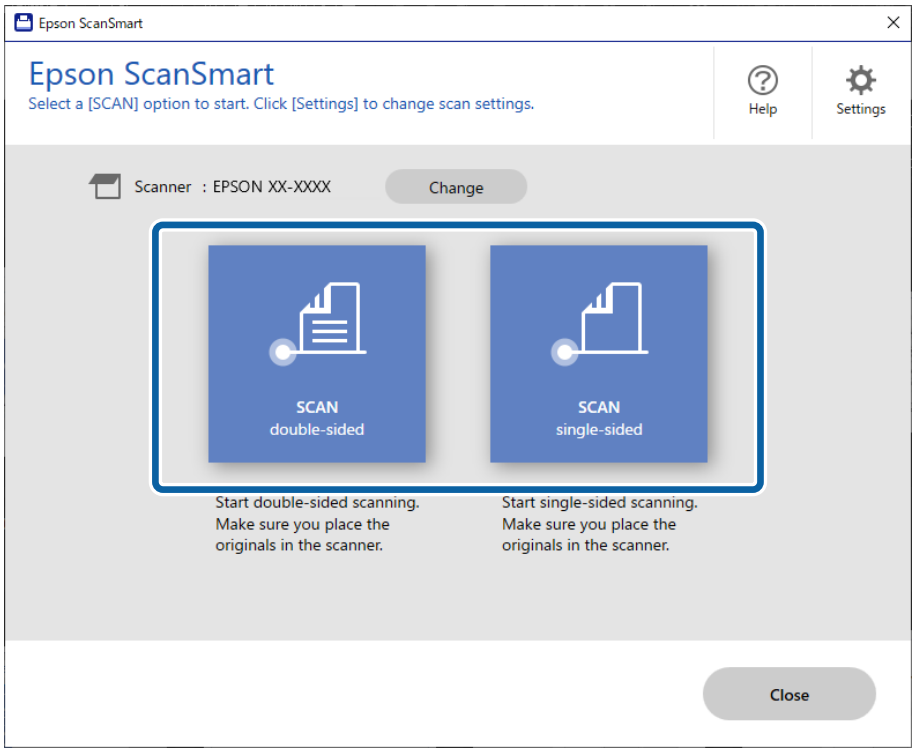
     Click the start button, and then select **Epson Software** > **Epson ScanSmart**.
   - ❏ Windows 8.1/Windows 8

     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7

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

     Open the **Applications** folder and select **Epson ScanSmart**.

3. Click **Scan double-sided** or **Scan single-sided**.




Scanning starts automatically.

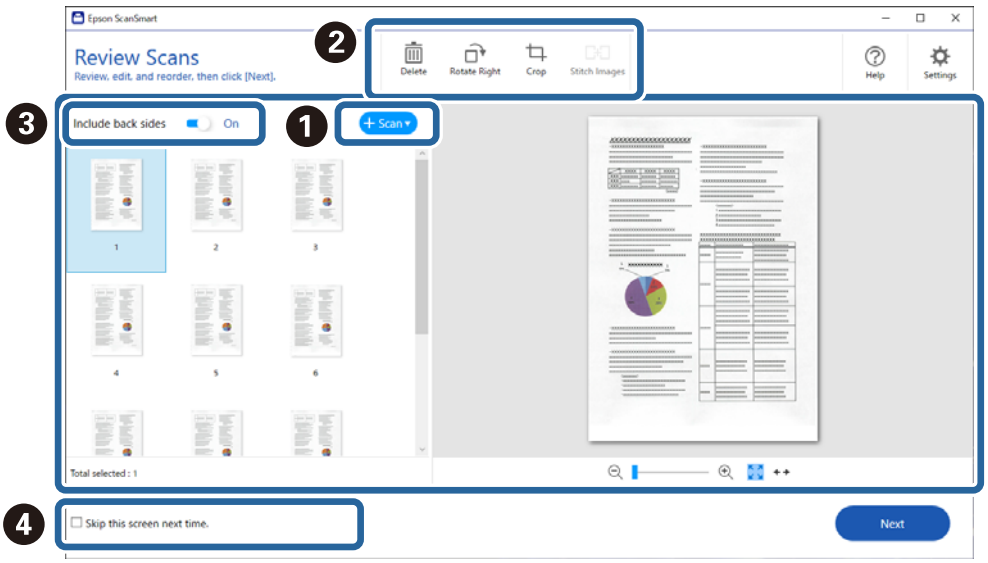
4. Check the scanned images, and organize them if necessary.

❶ You can add originals and scan them by clicking **Scan**.

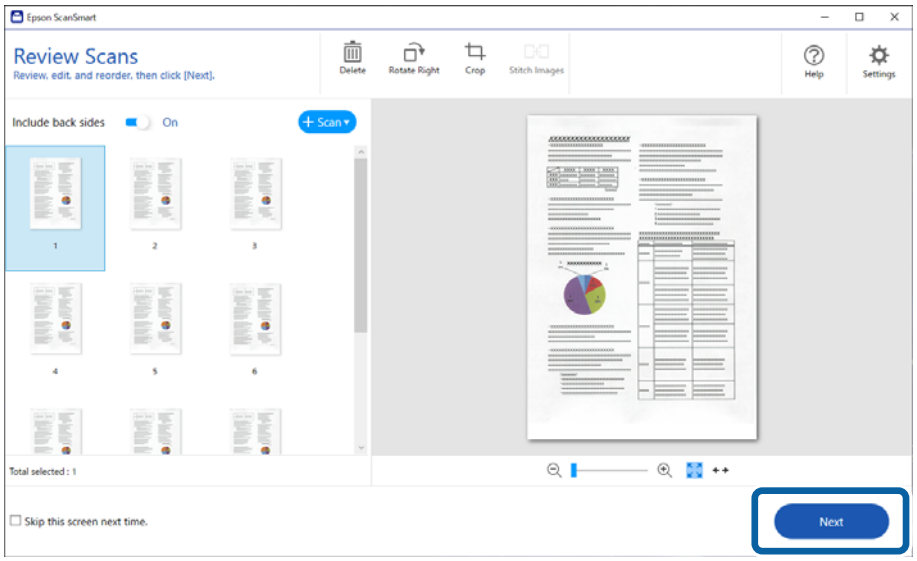
❷ You can use the buttons at the top of the screen to edit scanned images.

❸ You can choose to keep or discard the back sides of double-sided scanned images from **Include back sides**.

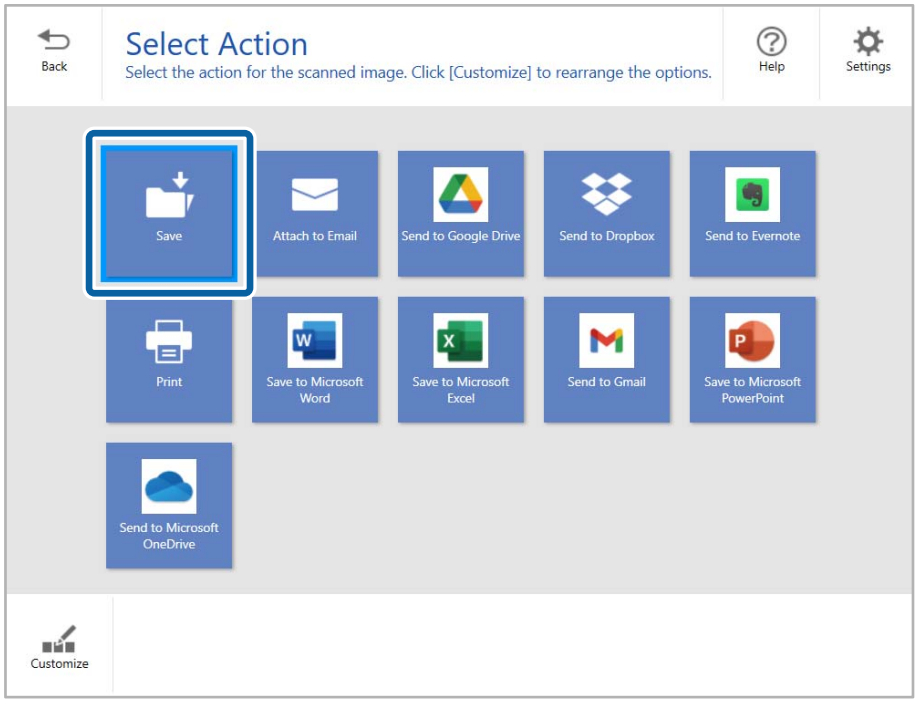
❹ If you do not want to check scanned images each time, select **Skip this screen next time**.



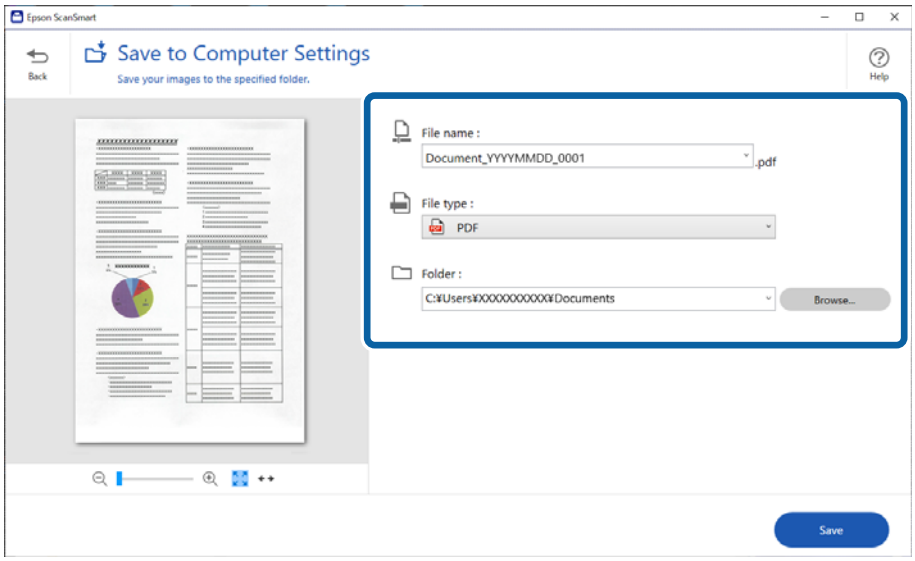
5. Click **Next**.



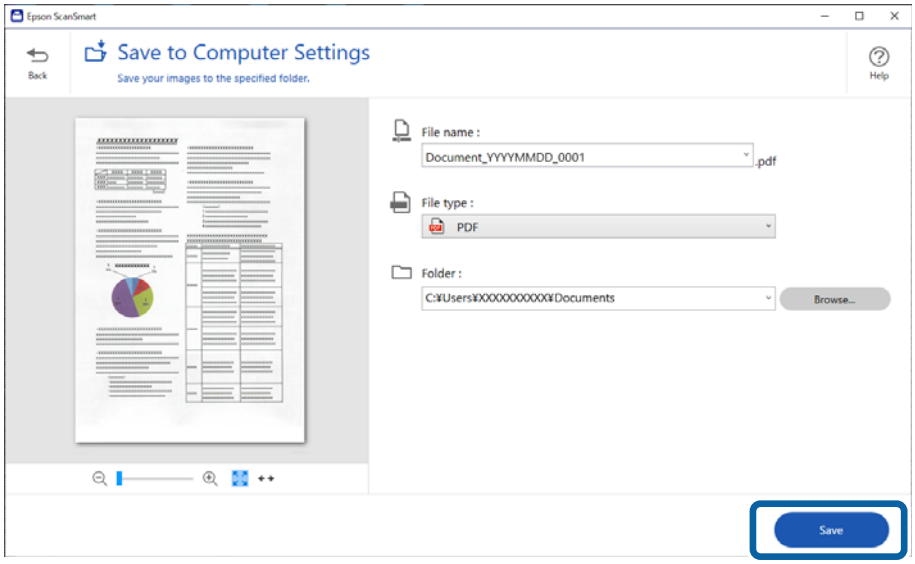

6. Click **Select Action** on the **Save** window.



7. Check or change the save settings as necessary.




8. Click **Save**.




The scanned image is saved to the specified folder.

## Required Settings for Special Originals in the Epson Scan 2 Window

You need to set certain items on the **Main Settings** tab in the Epson Scan 2 window when scanning special originals.

When you are using Epson ScanSmart, you can open the window by clicking the **Settings** button > **Scanner Settings** tab > **Scan Settings**.

| Type of Original | Required Settings |
|---|---|
| Envelopes | Select **Off** in **Detect Double Feed**. |

| Type of Original | Required Settings |
|---|---|
| Plastic cards | Select **Plastic Card** on the **Document Size** list, or select **Off** in **Detect Double Feed**. |
| Carrier Sheet | ❏ If you select **Auto Detect** from the **Document Size** list, paper skew in the original is automatically corrected even if you select **Off** in **Correct Document Skew**.<br>❏ If you select a size other than **Auto Detect** from the **Document Size** list, you can only use **Contents Skew** when using **Correct Document Skew**.<br>**Paper Skew** is not applied when this is selected. When you select **Paper and Contents Skew**, only contents skew is corrected. |
| Large size originals | If the size of the original you want to scan is not on the **Document Size** list, select **Customize** to create the size manually on the window. |
| Long paper | If the size is not listed on the **Document Size** list, select **Auto Detect (Long Paper)** or select **Customize** to create a custom document size. |
| Laminated cards | To scan transparent areas around the edges, select **Settings** on the **Document Size** list to open the **Document Size Settings** window. Next, select **Scan laminated card** in the window.<br>***Note:***<br>*The appropriate effect may not be achieved depending on the original. If transparent areas around the edges are not scanned, select **Customize** from the **Document Size** list, and then create the size manually.* |

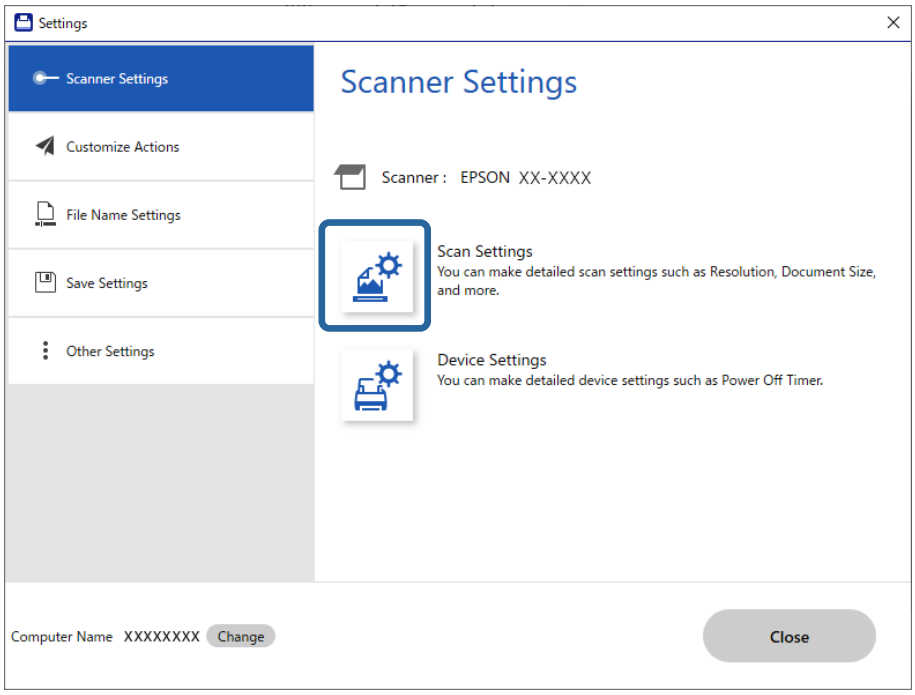
# Scanning Different Sizes or Types of Originals One by One Continuously (Automatic Feeding Mode)

You can scan different sizes or types of originals one by one using Automatic Feeding Mode. In this mode, the scanner starts scanning automatically when originals are loaded into the scanner.

1. Start Epson ScanSmart.

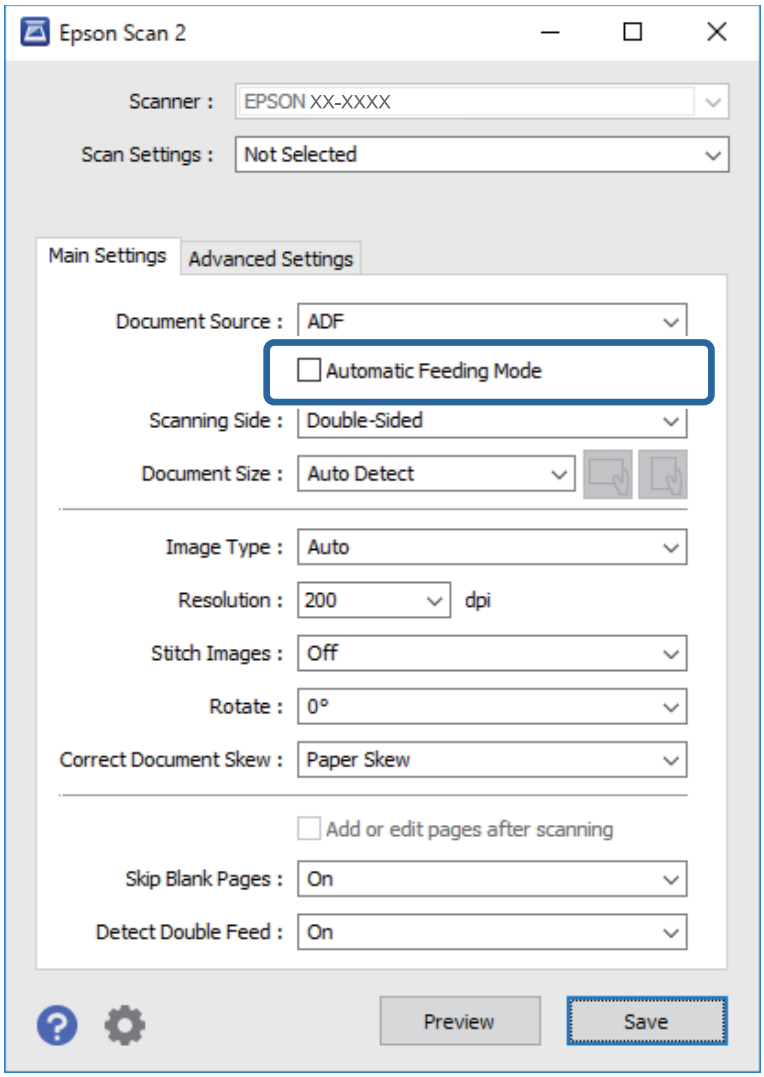
2. Click **Settings**.

3. Click **Scan Settings** on the **Scanner Settings** tab.




The **Epson Scan 2** window is displayed.

4. Select **Automatic Feeding Mode** on the **Main Settings** tab.




5. Make other settings for scanning on the Epson Scan 2 window.

   ***Note:***
   *You can make timeout settings to finish* ***Automatic Feeding Mode****.*

   *Select* ***Settings*** *on the* ***Document Source*** *list to open the* ***Document Source Settings*** *window. Set* ***Automatic Feeding Mode Timeout (seconds)*** *on the window.*

6. Click **Save** to close the Epson Scan 2 window.

7. Click **Close** to close the **Settings** window.

8. Click **Scan double-sided** or **Scan single-sided**.

   Automatic Feeding Mode starts.

9. Adjust the edge guides, and then place the original in the ADF.

   Scanning starts automatically.

10. After scanning stops, place the next original in the ADF.

    Repeat this procedure until you have scanned all originals.

***Note:***

- ❏ *If you want to scan originals that are detected as double feeds, for example plastic cards or envelopes, skip double feed detection. On the scanner's control panel, select the **Scanner Settings**, and then enable **DFDS Function** before placing the original.*
- ❏ *If you want to scan originals that are likely to jam, for example thin paper, slow down the scanning speed. On the scanner's control panel, select the **Scanner Settings**, and then enable **Slow** before placing the original.*

11. After you have scanned all originals, exit Automatic Feeding Mode.

    Click **Finish** on the **Automatic Feeding Mode** window displayed on your computer.

Follow the instructions of the Epson ScanSmart to save the scanned image.

#### Related Information

➡ "Specifications and Placing of Originals" on page 39

# Scanning from a Smart Device

## Scanning Using Epson Smart Panel

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

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

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

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

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

# Required Settings for Scanning

Connecting the Scanner to the Network. . . . . 107

Configuring Wi-Fi Settings from the Control Panel. . . . . 107

Setting Up Scanning from the Control Panel (the Scan to Features). . . . . 107

Creating a Network Folder. . . . . 108

Registering an Email Server. . . . . 113

Making Contacts Available. . . . . 118

Registering User-defined Sizes in Web Config. . . . . 130

# Connecting the Scanner to the Network

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

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

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

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

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

"Before Making a Network Connection" on page 201

"Assigning the IP Address" on page 203

"Connecting to the Wireless LAN (Wi-Fi)" on page 204

### Related Information

➡ "Checking the Network Connection Status" on page 196

➡ "Connecting the Scanner to the Network" on page 201

# Configuring Wi-Fi Settings from the Control Panel

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

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

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

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

### Related Information

➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 204

➡ "Configuring Wi-Fi Settings Using Push Button Setup (WPS)" on page 205

➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 206

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

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

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

"Scan to Computer Feature Work Flow" on page 72

"Scan to Memory Device Feature Work Flow" on page 91

"Scan to Cloud Feature Work Flow" on page 85

"Scan to Email Feature Work Flow" on page 80

"Scan to Network Folder/FTP Feature Work Flow" on page 73

"Scan to WSD Work Flow" on page 95

# Creating a Network Folder

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

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

❏ Operating system: Windows 11

❏ Location for creating shared folder: Desktop

❏ Folder path: C:\Users\xxxx\Desktop\scan_folder (create a network folder called "scan_folder" on the desktop)

1. Log in to the computer where you want to create the network folder.

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

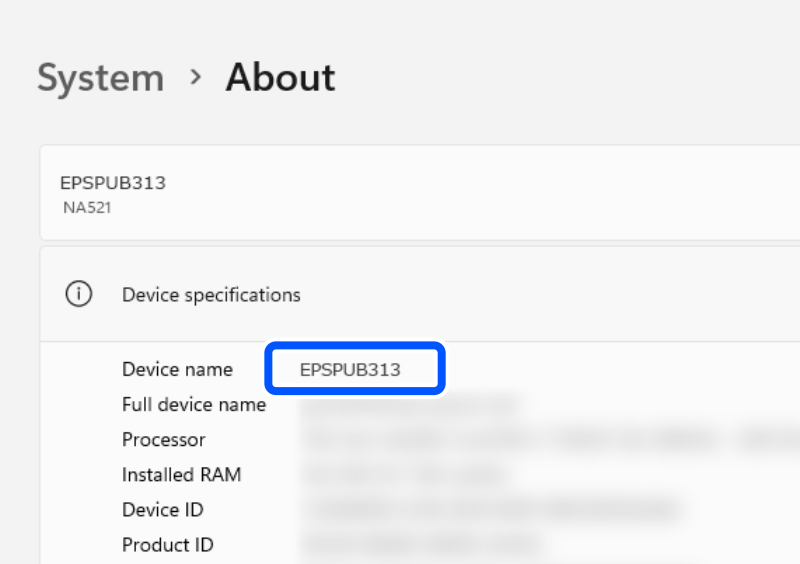
2. Make sure that the device name (computer name) does not contain double-byte characters. Click the Windows Start button, and then select **Settings** > **System** > **About**.

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

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

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

   Example: EPSPUB313

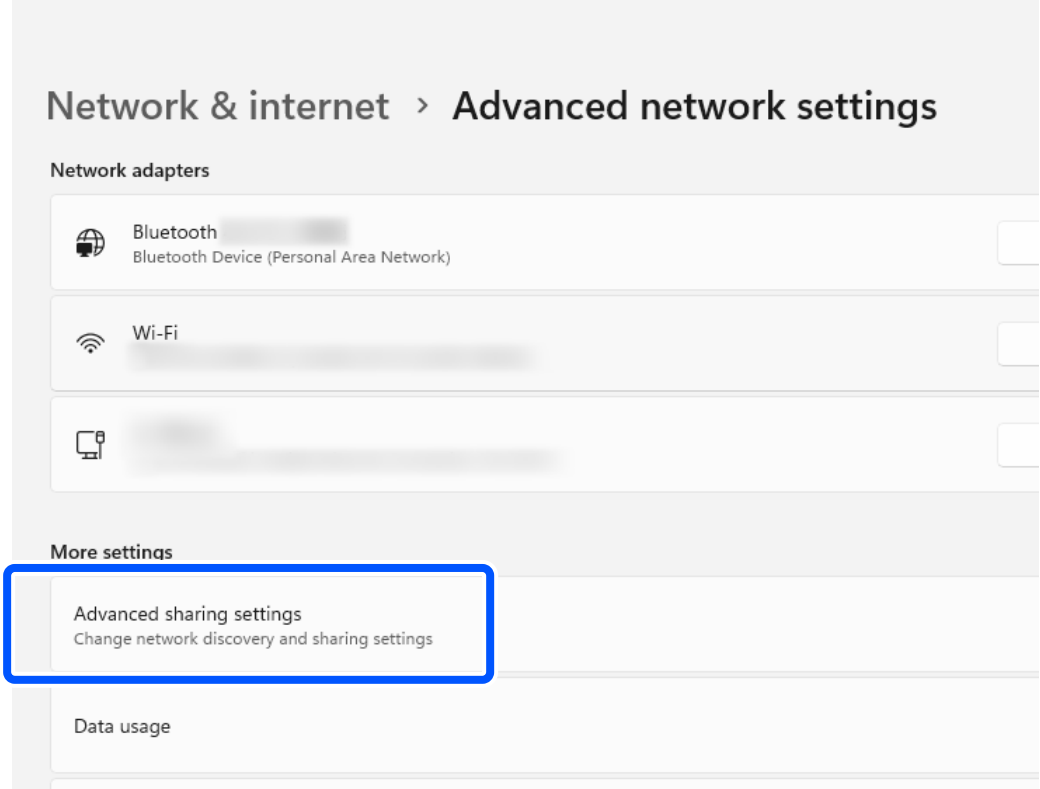


> ***Important:***
>
> *If the device name contains double-byte characters, use a computer that does not use double-byte characters or rename the device.*
>
> *If you need to change the device name, make sure you check with your computer administrator in advance as it may affect computer management and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

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

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

   The network profile is displayed.




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

   If it is turned off, turn it on.

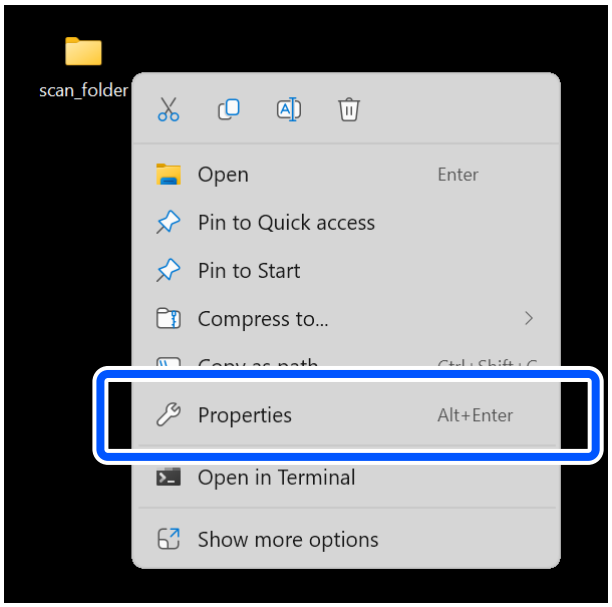
   Next, create a network folder and configure sharing permissions for the user.

6. Create and name a folder on your desktop.

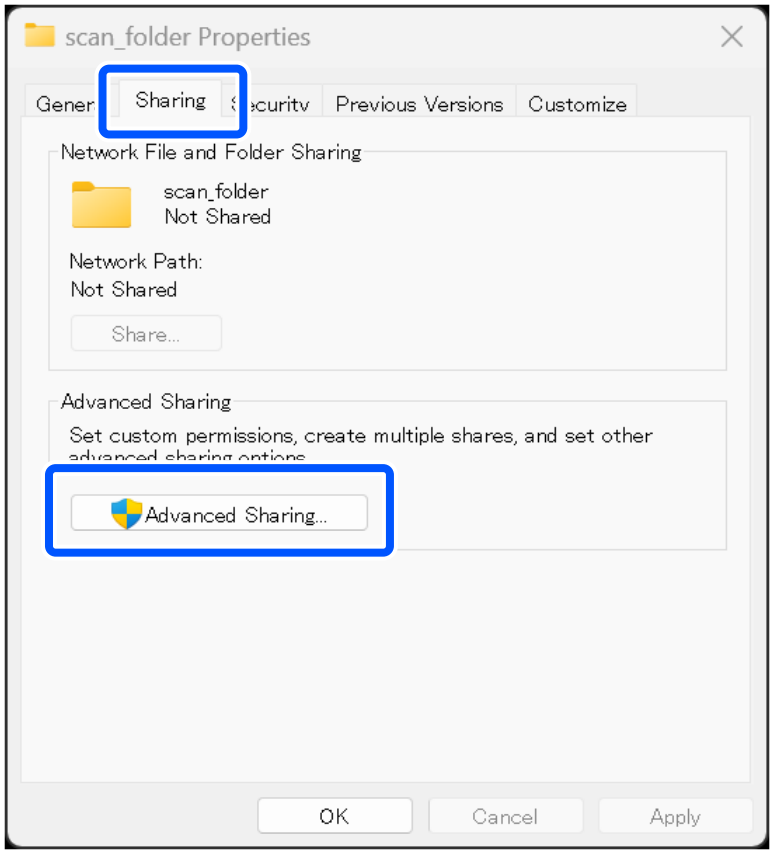
   For the folder name, enter within 1 to 12 alphanumeric characters. If the name exceeds 12 characters, you may not be able to access the folder depending on your environment.

   Example: scan_folder

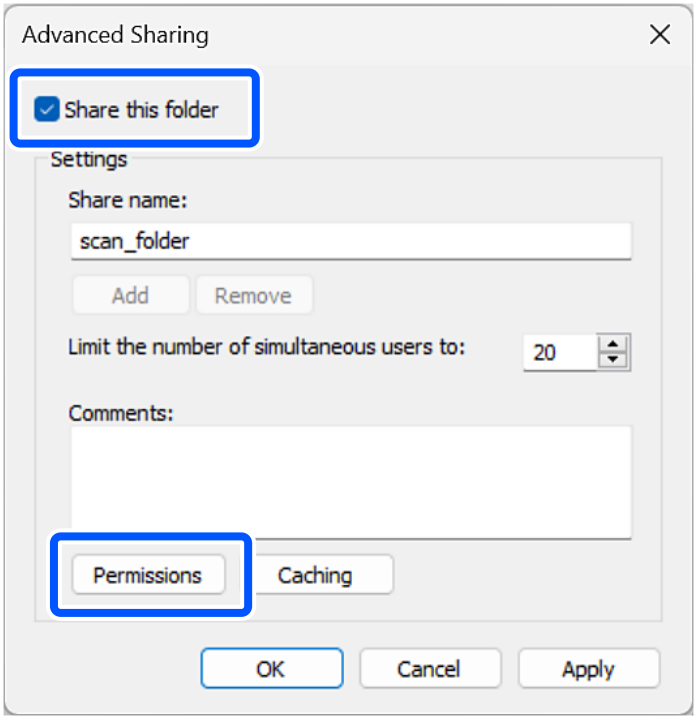
7. Right click the folder, and then select **Properties**.



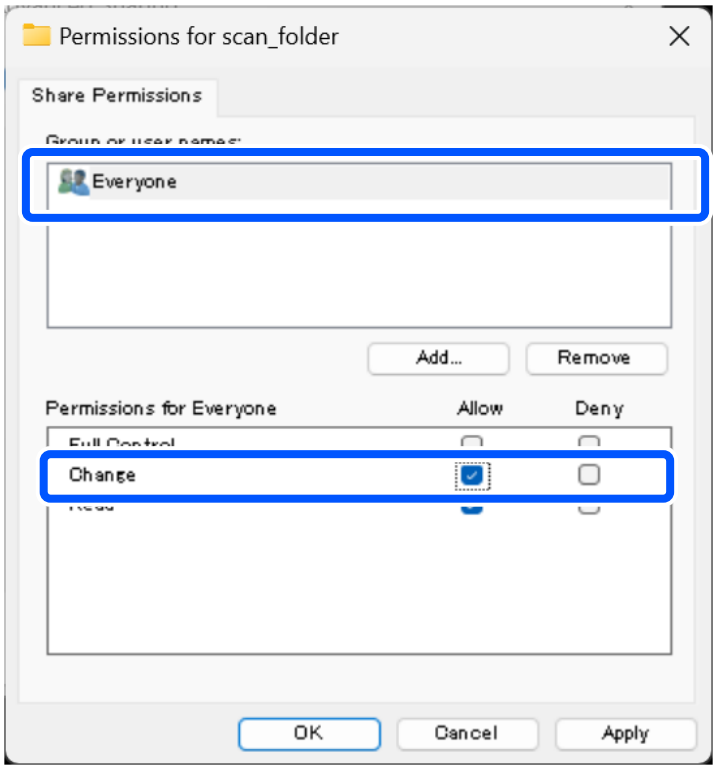

8. Click **Advanced Sharing** on the **Sharing** tab.



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




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



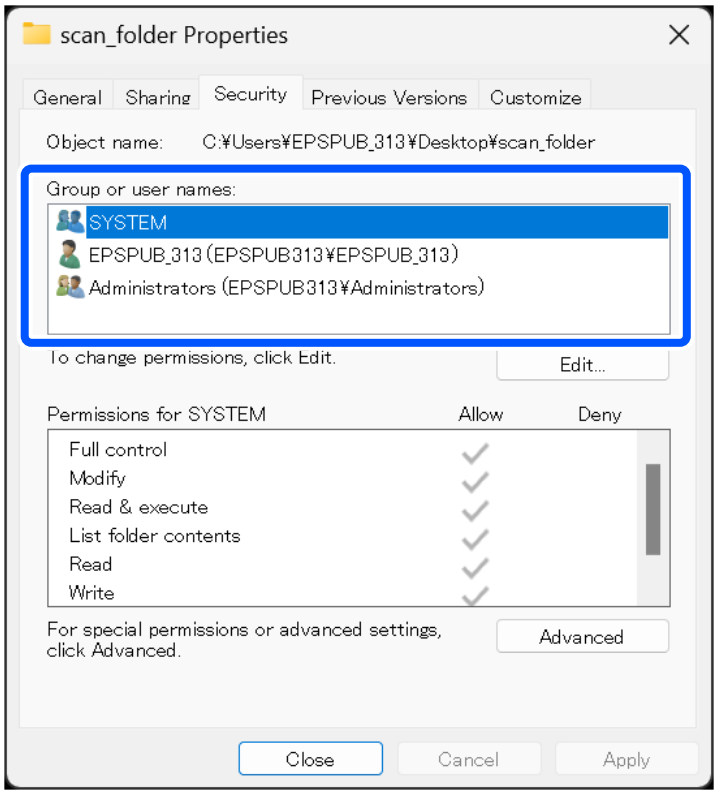

11. Click **OK** to close the screen and return to the Properties window.

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

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

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

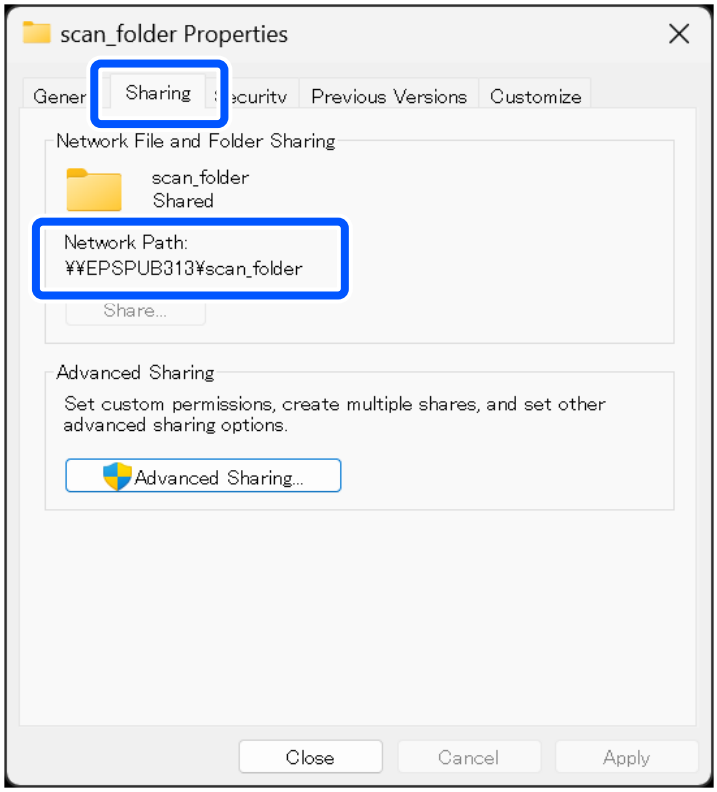
In this case, both the user who logs in to this computer and the Administrator can access the network folder.




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

    This is used when registering your contacts to the scanner.

Example: \\EPSPUB313\scan_folder




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

This completes creating a network folder.

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

"Scan to Network Folder/FTP Feature Work Flow" on page 73

# Registering an Email Server

Confirm the following before configuring the email server.

❏ The scanner is connected to the network

❏ Setup information for email server

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

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

*"Scan to Cloud Feature Work Flow" on page 85*

**How to Register**

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

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

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

**Email Server Settings**

| Item | Settings and Explanation | |
|---|---|---|
| Authentication Method | Specify the authentication method for the scanner to access the mail server.<br>**When using Microsoft Exchange Online:**<br>Due to enhanced security in Microsoft Exchange Online, the Basic Authentication method has been discontinued and SMTP authentication (SMTP AUTH) has been disabled by default. If you use the scanner's email sending/notification function, you must configure the email server settings to use **OAuth2** authentication.<br>You must also enable SMTP AUTH in Exchange Online.<br>"Enabling SMTP AUTH in Exchange Online" on page 115 | |
| | Off | Authentication is disabled when communicating with a mail server. |
| | SMTP AUTH | The email server needs to support SMTP authentication. |
| | POP before SMTP | When you select this option, configure a POP3 server. |
| | OAuth2 | When you select this option, configure the Email service. |
| Email service | If you select **OAuth2** as the **Authentication Method**, select an email service from the drop-down list. Click **Sign In**, and follow the on-screen instructions.<br>"Setting Up OAuth2.0 Authentication for the Email Server" on page 115<br>***Note:***<br>*For personal use, select* ***Outlook.com****.* | |
| Authenticated Account | If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated account name from 0 to 255 characters in ASCII (0x20 - 0x7E). | |
| Authenticated Password | If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter an authenticated password from 0 and 70 characters in ASCII (0x20-0x7E). | |
| Sender's Email Address | Set the email address that will be used to send emails from the scanner. Although you can use an existing email address, we recommend that you acquire and set up a dedicated email address so that it can be distinguished from emails sent from the scanner.<br>Enter within 0 to 255 characters in ASCII (0x20 - 0x7E) other than : ( ) < > [ ] ; ¥. A period "." cannot be the first character. | |
| SMTP Server Address | Enter between 0 and 255 characters using A-Z, a-z, 0-9, ".", and "-". You can use the IPv4 or FQDN format. | |
| SMTP Server Port Number | Enter a number between 1 and 65535. | |
| Secure Connection | Specify the secure connection method for the email server. | |
| | None | If you select **POP before SMTP** as the **Authentication Method**, the connection method is set to **None**. |
| | SSL/TLS | This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. |
| | STARTTLS | This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. |

| Item | Settings and Explanation |
|---|---|
| Certificate Validation (Web Config only) | The certificate is validated when this is enabled. We recommend setting this to **Enable** when **Secure Connection** is set to anything other than **None**. |
| POP3 Server Address | If you select **POP before SMTP** as the **Authentication Method**, enter the server address of the POP3 server. You can enter between 0 and 255 characters using A-Z, a-z, and 0-9. You can use the IPv4 or FQDN format. |
| POP3 Server Port Number | Set when you select **POP before SMTP** in **Authentication Method**. Enter a number between 1 and 65535. |

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

"Scan to Email Feature Work Flow" on page 80

### Related Information

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

## Enabling SMTP AUTH in Exchange Online

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

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

### Setup procedure

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

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

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

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

1. Access Web Config.

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

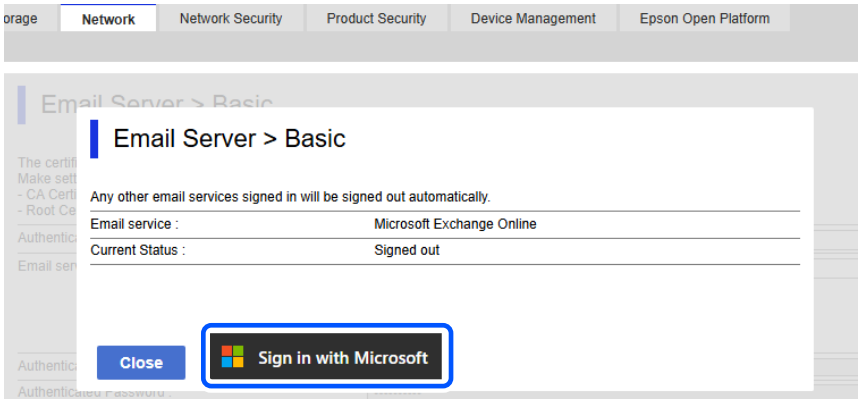
2. Select **Network** tab > **Email Server** > **Basic**.

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

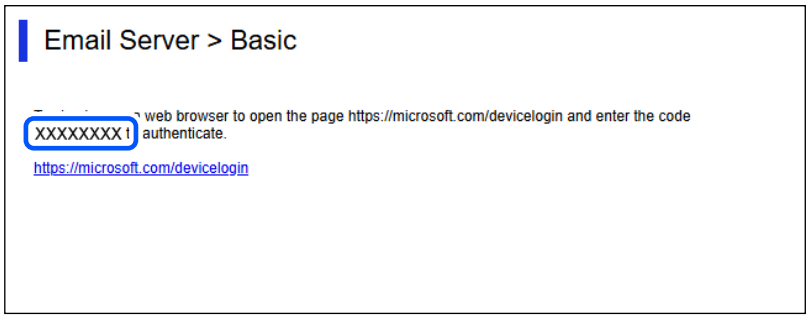
4. Select **Microsoft Exchange Online** as the **Email service**.

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

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




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




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

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

   To sign in, your account must have the **Cloud Application Administrator** role assigned.

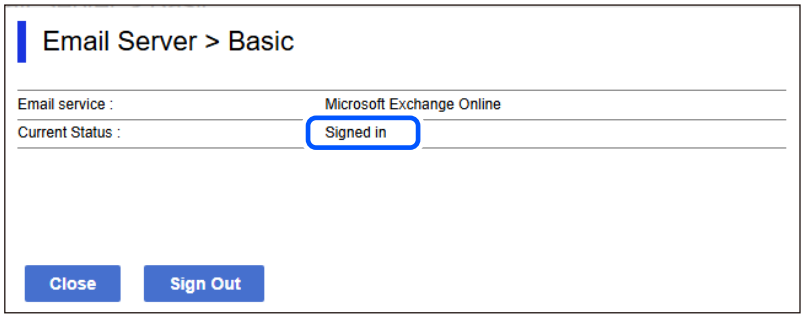
9. Enter the password and click **Sign In**.

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

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

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

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



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

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

# Checking an Email Server Connection

1. Select the connection test menu.
   - ❏ **When setting up from Web Config:**
     Select the **Network** tab > **Email Server** > **Connection Test** > **Start**.
   - ❏ **When setting up from the control panel:**
     Select **Settings** > **Network Settings** >**Advanced** > **Email Server** > **Connection Check**.

   The connection test to the mail server is started.
2. Check the test results.
   - ❏ The test is successful when the message **Connection test was successful.** is displayed.
   - ❏ If an error is displayed, follow the instructions in the message to clear the error.
     "Mail Server Connection Test References" on page 117

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

"Scan to Email Feature Work Flow" on page 80

## Mail Server Connection Test References

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

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

# Making Contacts Available

Registering destinations in the scanner's contacts list allows you to easily enter the destination when scanning.

You can register the following types of destinations in the contacts list. You can register up to 300 entries in total.

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

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

# Function Comparison by Registration Tool

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

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

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

* Log on as an administrator to configure settings.

# Registering a Destination to Contacts

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

## Registering a Destination (Email)

**How to Register**

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

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

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

**Contacts Settings**

| Item | Settings and Explanation |
|---|---|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts. |
| Name | Enter the name that you want to display in the contacts list in Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Index Word | Enter the name to be used for indexing and searching Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Type (Web Config only) | Select **Email**. |
| Email Address | Enter the destination email addresses.<br>Use half-width characters A-Z a-z 0-9 ! # $ % & ' * + - . /= ? ^ _ { \| } ~ @, and enter between 1 and 255 characters. |
| Apply button (Web Config only) | The destination is registered using the information you entered. |
| OK button (control panel only) | |

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

"Scan to Email Feature Work Flow" on page 80

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

### How to Register

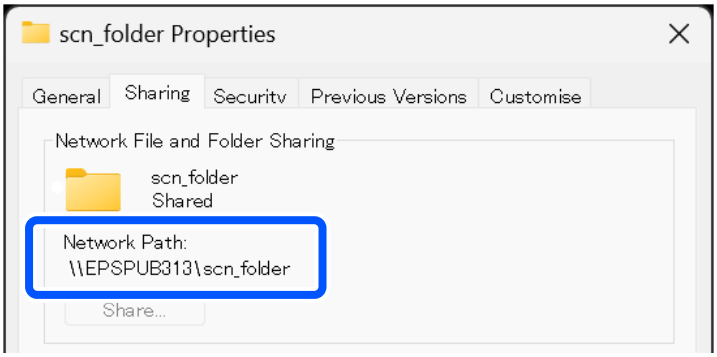
Access Web Config, and then select the **Scan** tab > **Contacts**. Select the number you want to register to your contacts, and then click **Edit**.

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

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

### Contacts Settings

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

| Item | Settings and Explanation |
|---|---|
| Save to | Enter the path to the destination network folder within 1 to 253 characters in Unicode (UTF-16).<br>The "\\" at the start of the path has already been entered.<br>***Note:***<br>*Open the properties for the network folder and enter the network path as it appears on the **Sharing** tab.*<br>*Example: \\EPSPUB313\scan_folder*<br> |
| User Name | Enter the login user name (user account) for the computer on which the destination folder was created.<br>Enter the user name 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). |
| Password | Enter the login password (user account password) for the computer on which the destination folder was created.<br>Enter the password within 0 to 70 characters in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). |
| Apply button (Web Config only) | The destination is registered using the information you entered. |
| OK button (control panel only) | |

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

"Scan to Network Folder/FTP Feature Work Flow" on page 73

## Registering a Destination (FTP)

### How to Register

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

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

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

### Contacts Settings

| Item | Settings and Explanation |
|---|---|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts. |
| Name | Enter the name that you want to display in the contacts list in Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Index Word | Enter the name to be used for indexing and searching Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Type (Web Config only) | Select **FTP**. |
| Secure Connection (Web Config only) | Select FTP or FTPS according to the file transfer protocol the FTP server supports. Select **FTPS** to allow the scanner to communicate with security measures. |
| Communication Mode (control panel only) | |
| Save to | Enter the name of the destination server within 1 to 253 characters (excluding "ftp://" and "ftps://") in Unicode (UTF-16). |
| User Name | Enter a user name to access an FTP server in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If the server allows anonymous connections, enter a user name such as Anonymous and FTP. If you do not need to specify this, leave it blank. |
| Password | Enter a password to access the FTP server within 0 to 70 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not need to specify this, leave it blank. |
| Connection Mode | Select the connection mode from the menu. If a firewall is set between the scanner and the FTP server, select **Passive Mode**. |
| Port Number | Enter the FTP server port number between 1 and 65535. |
| Certificate Validation (Web Config only) | The FTP server's certificate is validated when this is enabled. This is available when **FTPS** is selected for **Secure Connection**.<br>Before setting up, you need to import the CA Certificate to the scanner. |
| Apply button (Web Config only) | The destination is registered using the information you entered. |
| OK button (control panel only) | |

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

"Scan to Network Folder/FTP Feature Work Flow" on page 73

## Registering a Destination (SharePoint(WebDAV))

### How to Register

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

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

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

### Contacts Settings

| Item | Settings and Explanation |
|---|---|
| Number (Registry Number) | Sets the number of the destination to be registered in your contacts. |
| Name | Enter the name that you want to display in the contacts list in Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Index Word | Enter the name to be used for indexing and searching Contacts 30 characters or less in Unicode (UTF-16). If you do not need to specify this, leave it blank. |
| Type (Web Config only) | Select **SharePoint(WebDAV)**. |
| Secure Connection (Web Config only) | Select the HTTPS (WebDAV (HTTPS)) or HTTP (WebDAV (HTTP)) according to the file transfer protocol the server supports. Select **HTTPS** to allow the scanner to communicate with security measures. |
| Communication Mode (control panel only) | |
| Save to | Enter the name of the destination server within 1 to 253 characters (excluding "http://" and "https://") in Unicode (UTF-16). |
| User Name | Enter a user name to access a server in 30 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not need to specify this, leave it blank. |
| Password | Enter a password to access the server within 0 to 70 characters or less in Unicode (UTF-16). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not need to specify this, leave it blank. |
| Certificate Validation (Web Config only) | The server's certificate is validated when this is enabled. This is available when **HTTPS** is selected for **Secure Connection**.<br>Before setting up, you need to import the CA Certificate to the scanner. |
| Proxy Server Settings | Select whether or not to use a proxy server. |
| Apply button (Web Config only) | The destination is registered using the information you entered. |
| OK button (control panel only) | |

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

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

"Scan to Network Folder/FTP Feature Work Flow" on page 73

# Registering Destinations as a Group Using Web Config

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

1. Access Web Config, and then select the **Scan** tab > **Contacts**.
   "How to Run Web Config in a Web Browser" on page 30
2. Select the number that you want to register, and then click **Edit**.
3. Select a group from **Type**.

4. Click **Select** on **Contact(s) for Group**.

   The available destinations are displayed.

5. Select the destination that you want to register to the group, and then click **Select**.

   ***Note:***
   *Destinations can be registered to multiple groups.*

6. Enter **Name** and **Index Word**.

7. Click **Apply**.

# Exporting and Importing Your Contacts

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

**For Web Config**

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

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

**For Epson Device Admin**

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

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

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

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

## Exporting or Importing Contacts Using Web Config

### *Exporting Contacts from Web Config*

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

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

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.

2. Select the **Contacts** checkbox under the **Scan** category.

3. Enter a password to encrypt the exported file.

   If you enter a password, you will need it to import the file. Leave this blank if you do not want to encrypt the file.

4. Click **Export**.

### *Importing Contacts Using Web Config*

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

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

Follow the steps below to import backup data.

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

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

### *Exporting Contacts from Epson Device Admin*

Save the contacts information to the file.

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

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

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

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Select the export format from **Export** > **Export items**.
   - ❏ All Items

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

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

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

   The completion message of password change is displayed.

9. Click **OK**.

   Check that the file is saved to the specified place.

### *Importing Contacts from Epson Device Admin*

Import the contacts information from the file.

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

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

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

5. Click **Common** > **Contacts**.
6. Click **Browse** from **Import**.
7. Select the file you want to import, and then click **Open**.

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

8. Click **Import**.

   The setting confirmation screen is displayed.

9. Click **OK**.

   The validation result is displayed.

   ❏ Edit the information read

   Click when you want to edit the information individually.

   ❏ Read more file

   Click when you want to import multiple files.

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

    Return to the device's property screen.

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

    The settings are sent to the scanner.

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

    The scanner's information is updated.

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

# Cooperation between the LDAP Server and Users

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

## Configuring the LDAP Server

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

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

   The settings you have selected are displayed.

### *LDAP Server Settings*

| Items | Settings and Explanation |
|---|---|
| Use LDAP Server | Select **Use** or **Do Not Use**. |
| LDAP Server Address | Enter the address of the LDAP server. Enter between 1 and 255 characters of either IPv4, IPv6, or FQDN format. For the FQDN format, you can use alphanumeric characters in ASCII (0x20-0x7E) and "- " except for the beginning and end of the address. |
| LDAP server Port Number | Enter the LDAP server port number between 1 and 65535. |
| Secure Connection | Specify the authentication method when the scanner accesses the LDAP server. |
| Certificate Validation | When this is enabled, the certificate of the LDAP sever is validated. We recommend this is set to **Enable**.<br>To set up, the **CA Certificate** needs to be imported to the scanner. |
| Search Timeout (sec) | Set the length of time for searching before timeout occurs between 5 and 300. |
| Authentication Method | Select one of the methods.<br>If you select **Kerberos Authentication**, select **Kerberos Settings** to configure settings for Kerberos.<br>To perform Kerberos Authentication, the following environment is required.<br>❏ The scanner and the DNS server can communicate.<br>❏ The time of the scanner, KDC server, and the server that is required for authentication (LDAP server, SMTP server, File server) are synced.<br>❏ When the service server is assigned as the IP address, the FQDN of the service server is registered on the DNS server reverse lookup zone. |
| Kerberos Realm to be Used | If you select **Kerberos Authentication** for **Authentication Method**, select the Kerberos realm that you want to use. |

| Items | Settings and Explanation |
|---|---|
| Administrator DN / User Name | Enter the user name for the LDAP server in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank. |
| Password | Enter the password for the LDAP server authentication in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank. |

### *Kerberos Settings*

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

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

## Configuring the LDAP Server Search Settings

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

1. Access Web Config and select the **Network** tab > **LDAP Server** > **Search Settings**.
2. Enter a value for each item.
3. Click **OK** to display the setting result.

   The settings you have selected are displayed.

### *LDAP Server Search Settings*

| Items | Settings and Explanation |
|---|---|
| Search Base (Distinguished Name) | If you want to search an arbitrary domain, specify the domain name of the LDAP server. Enter between 0 and 128 characters in Unicode (UTF-8). If you do not search for arbitrary attribute, leave this blank.<br>Example for the local server directory: dc=server,dc=local |
| Number of search entries | Specify the maximum number of search results to return (between 5 and 500). If the number of search results returned exceeds the maximum value specified, a warning message is displayed and some server entries may be excluded from the search. Refine your search criteria to reduce the number of search results and ensure that all server entries are included in the search. |

| Items | Settings and Explanation |
|---|---|
| User name Attribute | Specify the attribute name to display when searching for user names. Enter between 1 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z.<br>Example: cn, uid |
| User name Display Attribute | Specify the attribute name to display as the user name. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z.<br>Example: cn, sn |
| Email Address Attribute | Specify the attribute name to display when searching for email addresses. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, and -. The first character should be a-z or A-Z.<br>Example: mail |
| Arbitrary Attribute 1 - Arbitrary Attribute 4 | You can specify other arbitrary attributes to search for. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. If you do not want to search for arbitrary attributes, leave this blank.<br>Example: o, ou |

## Checking the LDAP Server Connection

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

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

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

### *LDAP Server Connection Test References*

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

| Messages | Explanation |
|---|---|
| Authentication failed.<br>Check the settings. | This message appears for the following reasons:<br>❏ **User Name** and/or **Password** is incorrect.<br>❏ If **Kerberos Authentication** is selected as the **Authentication Method**, the time/date may not be configured. |
| Cannot access the product until processing is complete. | This message appears when the scanner is busy. |

# Registering User-defined Sizes in Web Config

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

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

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

# Customizing the Control Panel Display

Registering Presets. . . . . 132

Editing the Home Screen of the Control Panel. . . . . 134

# Registering Presets

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

***Note:***

❏ *You can register the current settings by selecting* ☆ *on the start scanning screen.*

❏ *You can also register* ***Presets*** *in Web Config.*
*Select the* ***Scan*** *tab >* ***Presets****.*

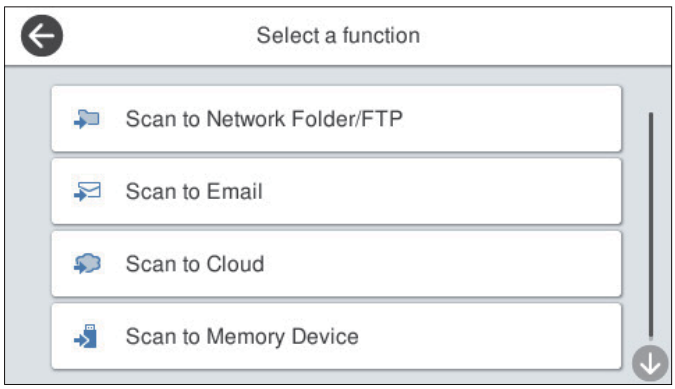
1. Select **Presets** on the home screen on the scanner's control panel.




2. Select ⊕.




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



4. Set each item, and then select ☆+.

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




6. Select **OK**.

## Menu Options of Presets

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

Change Name:

Changes the preset name.

Change Icon:

Changes the icon image and color of the preset.

Quick Send Setting:

Immediately starts scanning without confirmation when the preset is selected.

Change Position:

Changes the display order of the presets.

Delete:

Deletes the preset.

Add or Remove Icon on Home:

Adds or deletes the preset icon from the home screen.

Confirm Details:

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

# Editing the Home Screen of the Control Panel

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

- Layout : Changes the display method of the menu icons.
  "Changing the Layout of the Home Screen" on page 134
- Add Icon: Adds icons to the **Presets** settings you have made, or restores icons that have been removed from the screen.
  "Add Icon" on page 135
- Remove Icon : Removes icons from the home screen.
  "Remove Icon" on page 136
- Move Icon : Changes the display order of the icons.
  "Move Icon" on page 136
- Restore Default Icon Display : Restores the default display settings for the home screen.
- Wall Paper : Change the wallpaper color for the home screen.

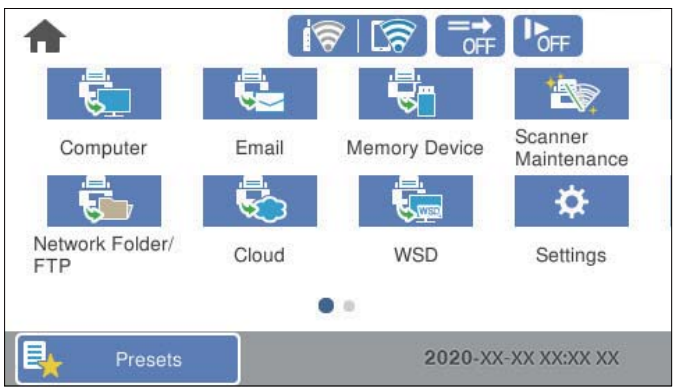
## Changing the Layout of the Home Screen

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

   **Line**:




   **Matrix**:



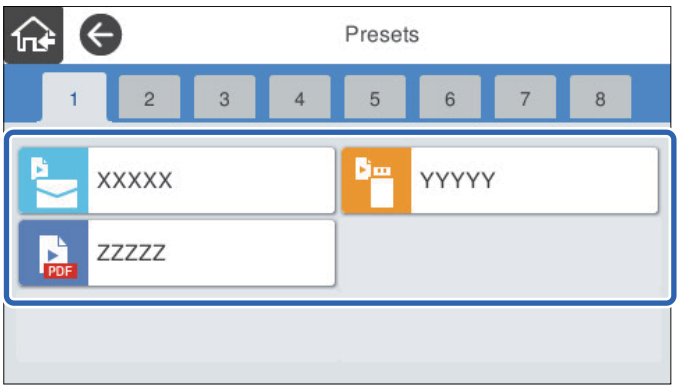
3. Select  to return and check the home screen.

## Add Icon

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

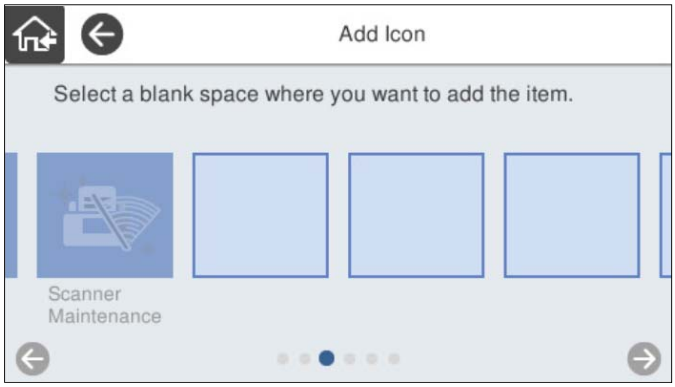



3. Select the item you want to add to the home screen.



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

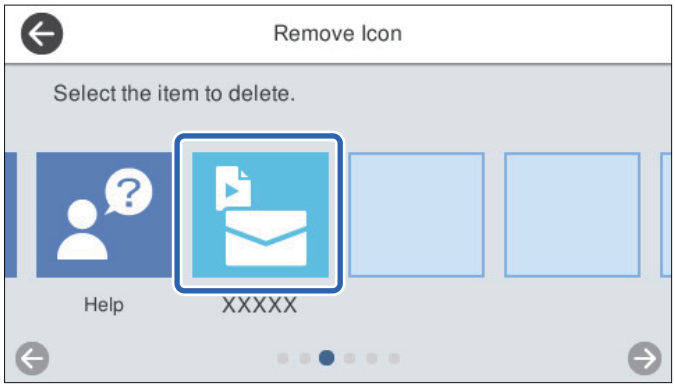
   If you want to add multiple icons, repeat steps 3 to 4.




5. Select  to return and check the home screen.

## Remove Icon

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




3. Select **Yes** to finish.

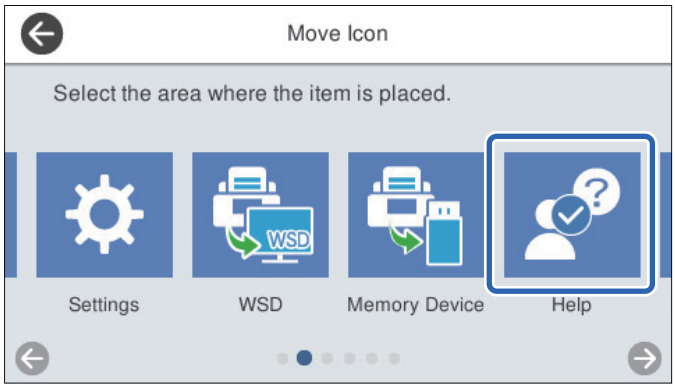
   If you want to remove multiple icons, repeat procedure 2 to 3.

4. Select  to return and check the home screen.

## Move Icon

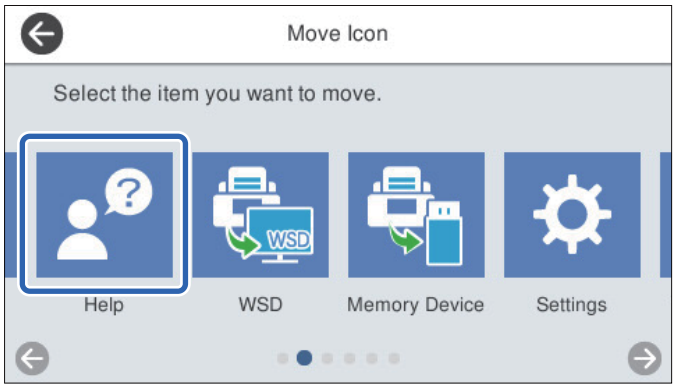
1. Select **Settings** > **Edit Home** > **Move Icon** on the scanner's control panel.

2. Select the icon you want to move.




3. Select the destination frame.

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




4. Select  to return and check the home screen.

# Menu Options for Settings


Basic Settings. . . . . 139

Scanner Settings. . . . . 140

Edit Home. . . . . 141

User Settings. . . . . 142

Network Settings. . . . . 142

Web Service Settings. . . . . 143

Contacts Manager. . . . . 143

System Administration. . . . . 144

Device Information. . . . . 145

Scanner Maintenance. . . . . 146

Roller Replacement Alert Setting. . . . . 146

Regular Cleaning Alert Settings. . . . . 146

# Basic Settings

### LCD Brightness

Adjust the brightness of the LCD screen.

### Sounds

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

### Sleep Timer

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

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

### Power Off Settings

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

Turn off the scanner automatically.

- ❏ Power Off If Inactive

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

- ❏ Power Off If Disconnected

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

  See the following website for the specified period of time.

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

### Date/Time Settings

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

### Language

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

### Keyboard

Change the layout of the keyboard on the LCD screen.

### Operation Time Out

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

PC Connection via USB

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

Direct power on

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

# Scanner Settings

Slow

Slows down the feeding speed whenever scanning. When set to **On**, the icon changes to .

Enable this in the following situations:

- ❏ When originals jam frequently
- ❏ When loading thin originals
- ❏ When scanning different types or sizes of originals at once
- ❏ If you feel that the scanner is noisy

Double Feed Stop Timing

Set the operation when any double feed is detected.

- ❏ Immediate: Stops feeding immediately after any double feed is detected.
- ❏ After Eject: Originals detected as double feed are scanned as is, and the subsequent feed of originals is temporarily stopped.

  If the scanned image has no problem, you can resume scanning as is.

DFDS Function

Skips double feed detection once and continues scanning. When set to **On**, the icon changes to .

Enable this to scan originals that are detected as double feeds, for example plastic cards or envelopes.

Paper Protection

Reduces damage to the originals by stopping scanning immediately when the following status is detected.

- ❏ A feeding error for the originals occurs
- ❏ Originals are fed askew

Select the detection level to enable this feature. See the table below for details on each level.

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

***Important:***

- ❏ *This function does not always prevent damage of originals.*
- ❏ *Depending on the condition of the originals being fed, feeding errors cannot be detected.*

***Note:***

*Depending on the original, the condition of feeding, or the level you set, this feature may not work correctly.*

- ❏ *Select **Off** to disable the feature when scanning plastic cards or thick paper.*
- ❏ *When misdetection occurs frequently, lower the level of this feature.*
- ❏ *Some originals may be misdetected as feeding errors, such as irregular shaped originals or originals scanned askew.*
- ❏ *When loading multiple originals, make sure to align the leading edge of the originals. Originals may be misdetected as feeding errors if the edges of the originals are not aligned, even if they are scanned correctly.*
- ❏ *To scan the originals without skewing, adjust the edge guides to fit the originals before scanning.*

### Detect Glass Dirt

Detects dirt on the glass surface inside the scanner. You can select the level of the detection.

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

### Ultrasonic Double Feed Detection

Detects a double feed error when multiple originals are fed and stops scanning.

Depending on the original, such as envelopes, plastic cards, originals with labels or stickers, and so on, this feature may not work correctly.

### Automatic Feeding Mode Timeout

Set the timeout when using Automatic Feeding Mode.

This setting is available when you scan from "Network Folder/FTP", "Email", "Cloud" or "Memory Device".

### Confirm Recipient

Check destination before scanning.

# Edit Home

You can edit the display settings for the home screen.

- ❏ Layout

  Changes the display method for the menu icons.

- ❏ Add Icon

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

- ❏ Remove Icon

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

- ❏ Move Icon

  Changes the display order of the icons.

❏ Restore Default Icon Display

Restores the default display settings for the home screen.

❏ Wall Paper

Change the wallpaper color of the LCD screen.

# User Settings

You can change the initial scanning settings for the following.

❏ Scan to Network Folder/FTP

❏ Scan to Email

❏ Scan to Memory Device

❏ Scan to Cloud

# Network Settings

Wi-Fi Setup:

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

Router:

❏ Wi-Fi Setup Wizard

❏ Push Button Setup(WPS)

❏ Others

❏ PIN Code Setup(WPS)

❏ Wi-Fi Auto Connect

❏ Disable Wi-Fi

You may be able to resolve network problems by disabling the Wi-Fi settings or configuring the Wi-Fi settings again. Tap  > **Router** > **Change Settings** > **Others** > **Disable Wi-Fi** > **Start Setup**.

Wi-Fi Direct:

Displays the information to connect to the smartphone.

Tap **Change** to change the settings.

❏ Change Network Name

❏ Change Password

❏ Change Frequency Range

This setting may not be displayed depending on the region.

❏ Disable Wi-Fi Direct

❏ Restore Default Settings

Network Status

Displays the current network settings for the following items.

- ❏ Wi-Fi Status
- ❏ Wi-Fi Direct Status
- ❏ Email Server Status

Advanced

Make the following detailed settings.

- ❏ Device Name
- ❏ TCP/IP
- ❏ Proxy Server
- ❏ Email Server
  - ❏ Server Settings
  - ❏ Connection Check
- ❏ IPv6 Address
- ❏ Redirect HTTP to HTTPS
- ❏ Disable IPsec/IP Filtering

# Web Service Settings

Epson Connect Services:

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

You can register with the service by selecting **Register** and following the instructions.

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

- ❏ Suspend/Resume
- ❏ Unregister

For details, see the following web site.

https://www.epsonconnect.com/

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

# Contacts Manager

Register/Delete:

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

Frequent:

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

View Options:

Change the way the contact list is displayed.

Search Options:

Change the method for searching contacts.

# System Administration

Contacts Manager

Register/Delete:

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

Frequent:

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

View Options:

Change the way the contact list is displayed.

Search Options:

Change the method for searching contacts.

Admin Settings

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

Password Encryption

Encrypt your password.

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

Program Verification on Start Up

At start up, the scanner checks if unauthorized third parties have tampered with the program. If any issues are detected, the scanner does not start.

Customer Research

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

WSD Settings

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

Restore Default Settings

- ❏ Network Settings: Restore network related settings to their initial status.

❏ All Except Network Settings: Restore other settings to their initial status except for network related settings.

❏ All Settings: Restore all settings to their initial status when purchased.

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

Firmware Update:

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

Update:

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

Notification:

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

# Device Information

Serial Number

Displays the serial number of the scanner.

Current Version

Displays the current firmware version.

Total Number of Scans

Displays the total number of scans.

Number of 1-Sided Scans

Displays the number of single-sided scans.

Number of 2-Sided Scans

Displays the number of double-sided scans.

Number of Scans of Carrier Sheet

Displays the number of scans using a Carrier Sheet.

Number of Scans After Replacing Roller

Displays the number of scans after replacing the roller assembly kit.

Number of Scans After Regular Cleaning

Displays the number of scans after performing regular cleaning.

### Reset the Number of Scans

Resets the number of scans. Select the function you want to reset from **Number of Scans After Replacing Roller** or **Number of Scans After Regular Cleaning**, and then press **Yes**.

## Scanner Maintenance

### Roller Cleaning

Displays how to clean the roller inside the scanner.

### Roller Replacement

Displays how to replace the roller assembly kit. You can also reset the number after replacing the roller assembly kit.

### Regular Cleaning

Displays how to perform regular cleaning of the inside of the scanner. You can also reset the number after performing regular cleaning.

### Glass Cleaning

Displays how to perform cleaning for the scanner glass inside the scanner.

## Roller Replacement Alert Setting

### Count Alert Setting

Changes the scanning number when the roller replacement notification will be displayed.

## Regular Cleaning Alert Settings

### Warning Alert Setting

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

### Count Alert Setting

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

# Maintenance

Cleaning Outside the Scanner. . . . . 148

Cleaning Inside the Scanner. . . . . .148

Replacing the Roller Assembly Kit. . . . . 153

Resetting the Number of Scans After Replacing the Rollers. . . . . 158

Energy Saving. . . . . .158

Transporting the Scanner. . . . . .158

Updating Applications and Firmware. . . . . .159

# Cleaning Outside the Scanner

Wipe off any stains on the outer case with a dry cloth or a cloth dampened with mild detergent and water.

***Important:***

- ❏ *Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Doing so could cause deformation or discoloration to occur.*
- ❏ *Do not let water get inside the product. This could cause a malfunction to occur.*
- ❏ *Never open the scanner case.*

1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Clean the outer case with a cloth dampened with mild detergent and water.

   ***Note:***
   *Wipe the touchscreen by using a soft, dry cloth.*

# Cleaning Inside the Scanner

After using the scanner for a while, paper and room dust on the roller or the glass part inside the scanner may cause paper feed or scanned image quality problems. Clean the inside of the scanner every 5,000 scans.

You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.

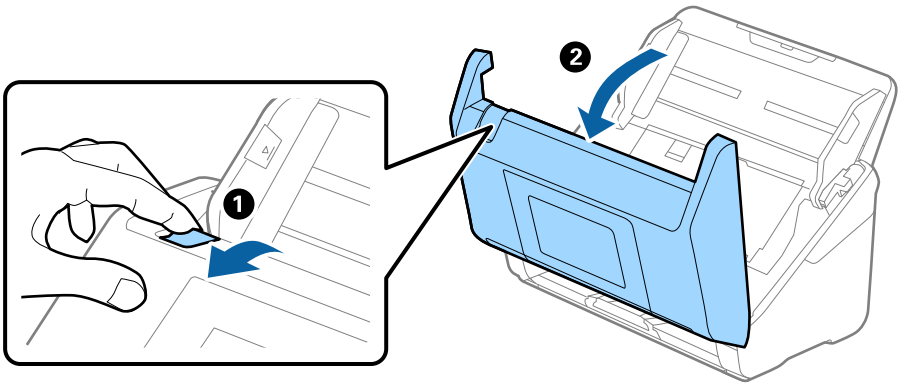
If a surface is stained with a hard-to-remove material, use a genuine Epson cleaning kit to remove the stains. Use a small amount of cleaner on the cleaning cloth to remove the stains.

***Important:***

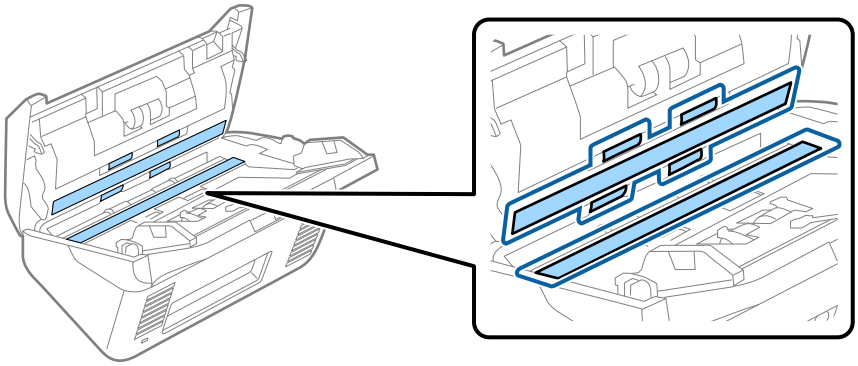
- ❏ *Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.*
- ❏ *Never spray any liquid or lubricant on the scanner. Damage to equipment or circuits may cause abnormal operations.*
- ❏ *Never open the scanner case.*

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

3. Pull the lever and open the scanner cover.



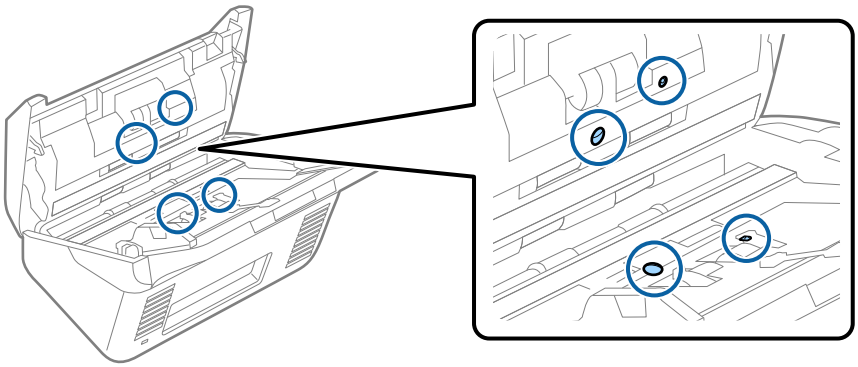

4. Wipe off any stains on the plastic roller (4 locations) and glass surface at the bottom inside of the scanner cover. Wipe with a soft, lint-free cloth dampened with a small amount of dedicated cleaner or water.



***Important:***

- ❏ *Do not place too much force on the glass surface.*
- ❏ *Do not use a brush or a hard tool. Any scratches on the glass may affect the scan quality.*
- ❏ *Do not spray cleaner directly onto the glass surface.*

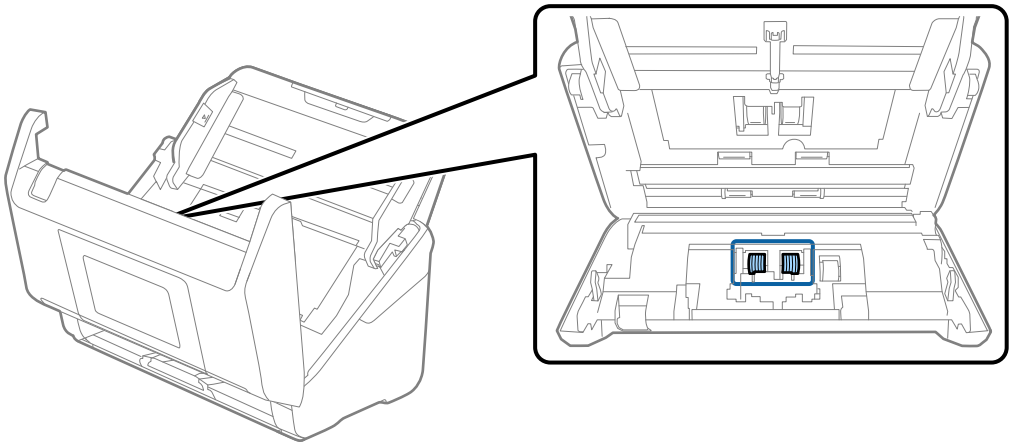
5. Wipe off any stains on the sensors with a cotton swab.



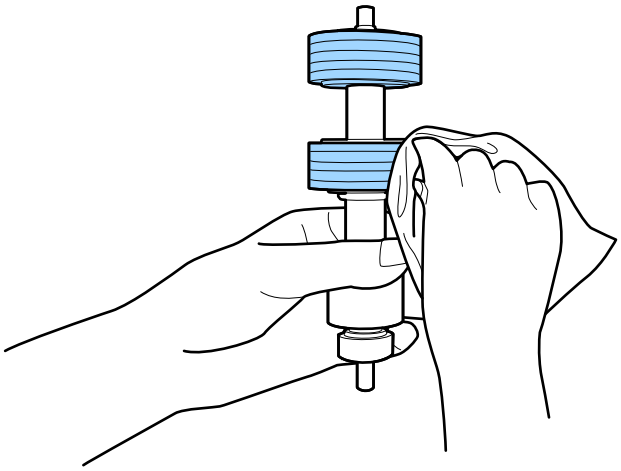
> ***Important:***
> *Do not use liquid such as a cleaner on a cotton swab.*

6. Open the cover, and then remove the separation roller.

   See “Replacing the Roller Assembly Kit” for more details.



7. Wipe the separation roller. Wipe with a soft, lint-free cloth dampened with a small amount of dedicated cleaner or water.



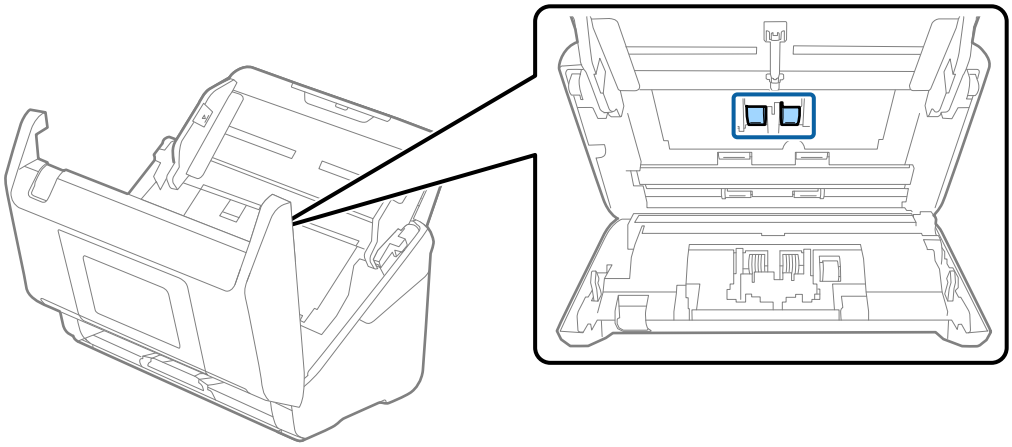
> ***Important:***
> *Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.*

8. Install the separation roller.

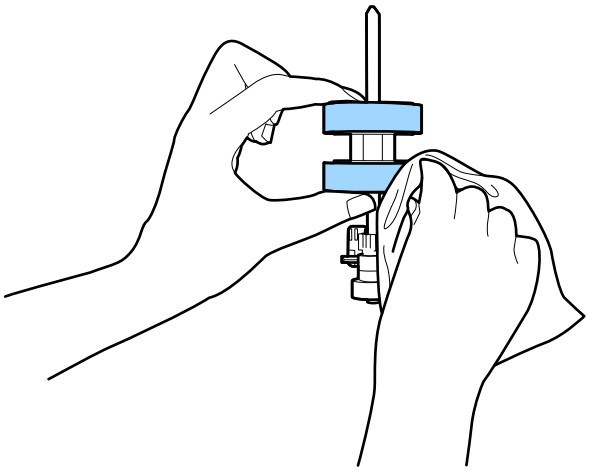
   See “Replacing the Roller Assembly Kit” for more details.

9. Open the cover, and then remove the pickup roller.

   See “Replacing the Roller Assembly Kit” for more details.



10. Wipe the pickup roller. Wipe with a soft, lint-free cloth dampened with a small amount of dedicated cleaner or water.



> ***Important:***
>
> *Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.*

11. Install the pickup roller.

    See “Replacing the Roller Assembly Kit” for more details.

12. Close the scanner cover.

13. Plug in the AC adapter, and then turn on the scanner.

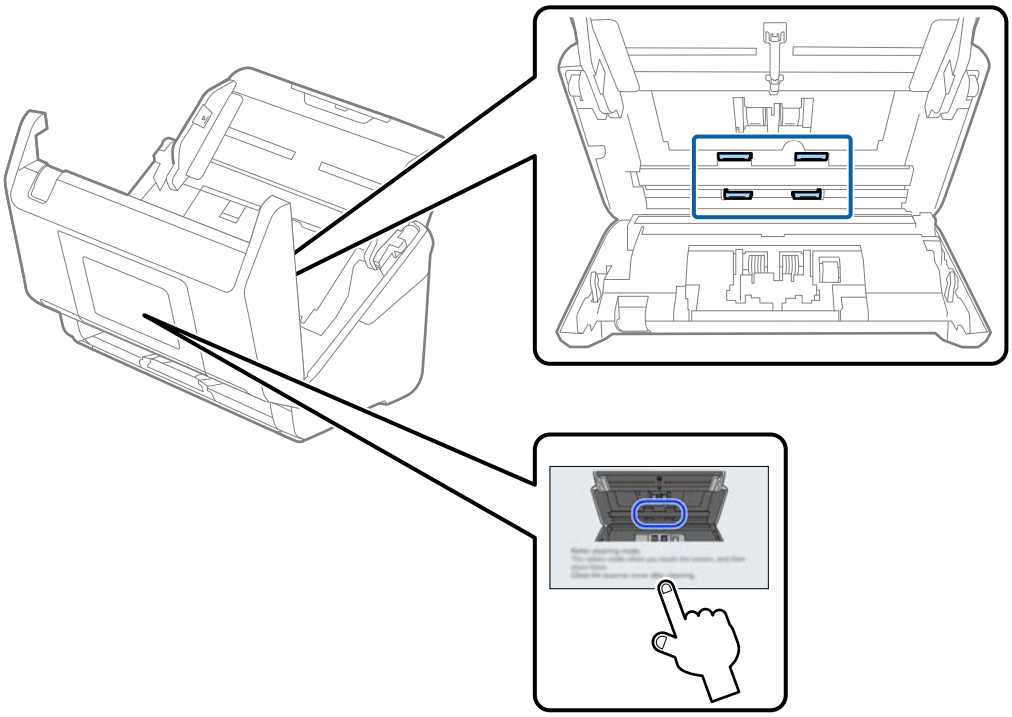
14. Select **Scanner Maintenance** from the home screen.

15. On the **Scanner Maintenance** screen, select **Roller Cleaning**.

16. Pull the lever to open the scanner cover.

    The scanner enters roller cleaning mode.

17. Slowly rotate the rollers at the bottom by tapping anywhere on the LCD. Wipe the surface of the rollers using a genuine Epson cleaning kit or a soft cloth dampened with water. Repeat this until the rollers are clean.



> ***Caution:***
>
> *Be careful not to get your hands or hair caught in the mechanism when operating the roller. This could cause an injury.*

18. Close the scanner cover.

    The scanner exits roller cleaning mode.

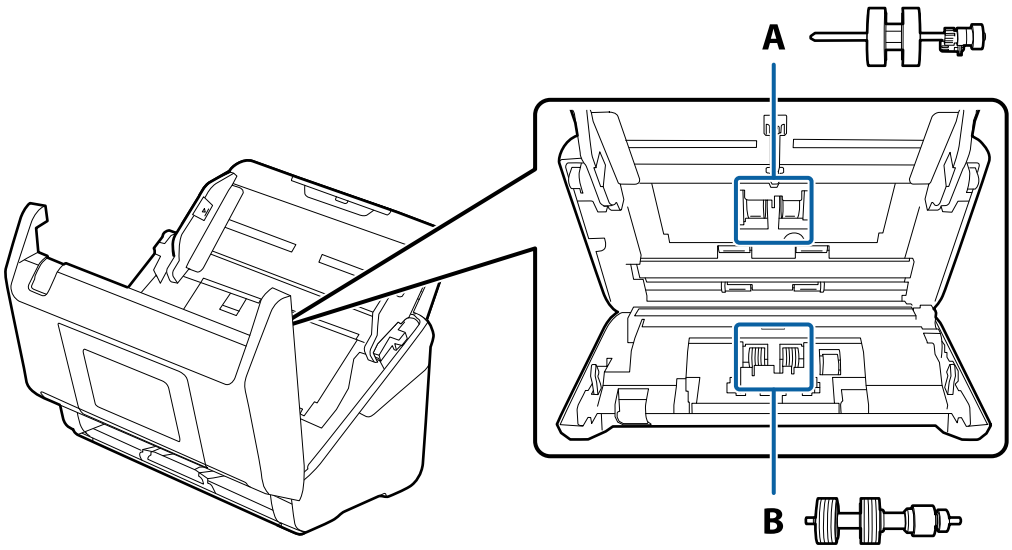
### Related Information

➡ "Cleaning Kit Codes" on page 34

➡ "Replacing the Roller Assembly Kit" on page 153

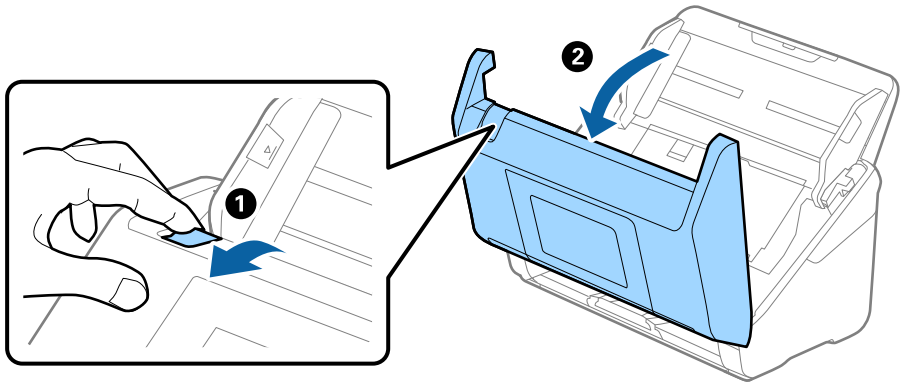
# Replacing the Roller Assembly Kit

The roller assembly kit (the pickup roller and the separation roller) needs to be replaced when the number of scans exceeds the life cycle of the rollers. When a replacement message is displayed on the control panel or your computer screen, follow the steps below to replace it.

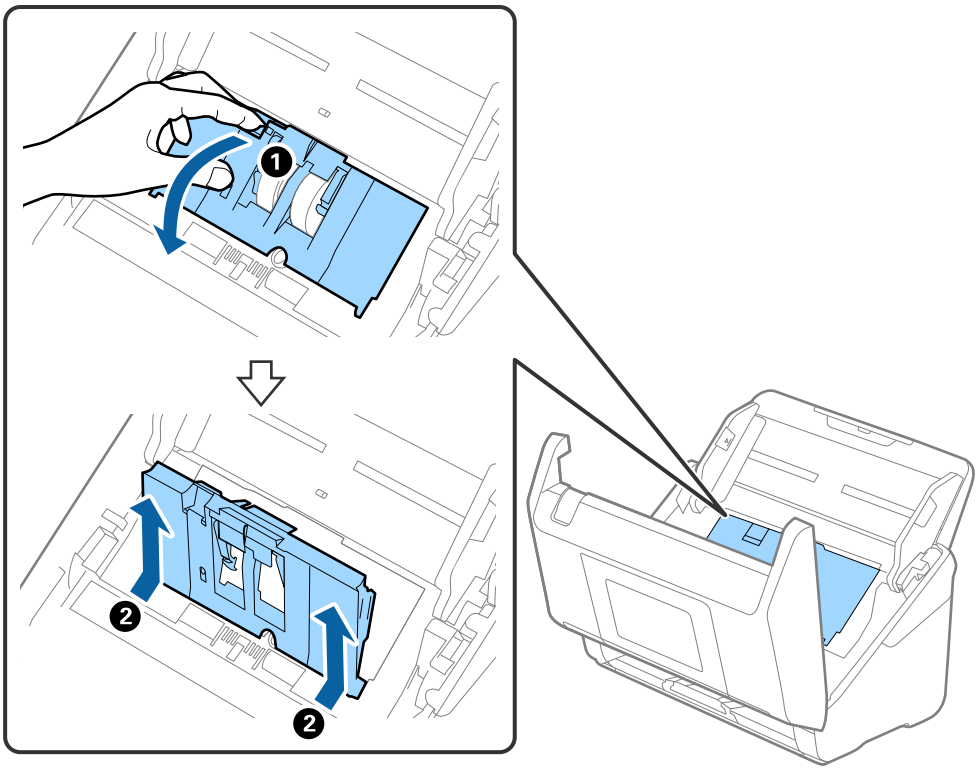



A: pickup roller, B: separation roller

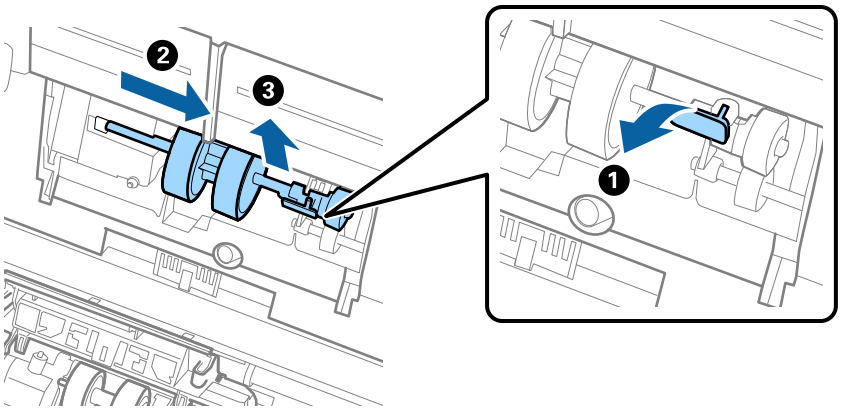
1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Pull the lever and open the scanner cover.



4. Open the cover of the pickup roller, and then slide and remove it.

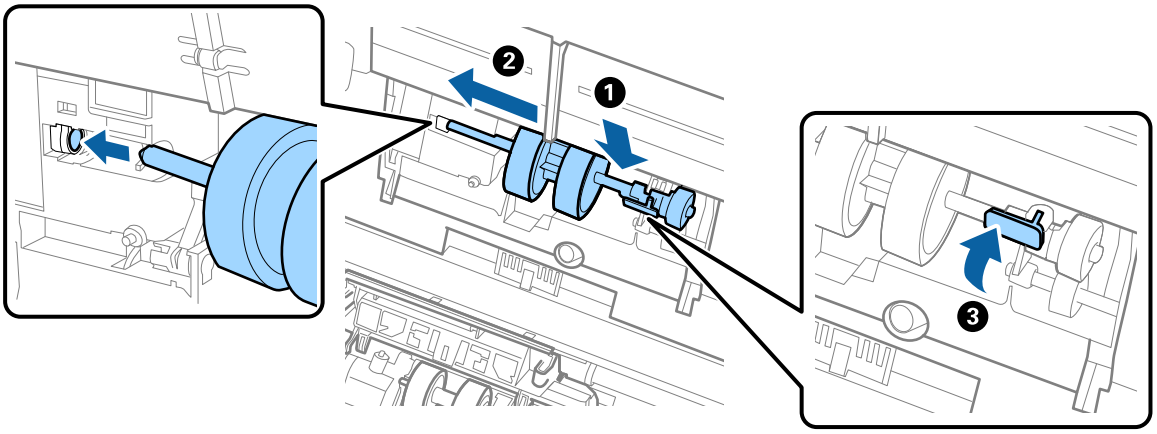



5. Pull down the fixture of the roller axis, and then slide and remove the installed pickup rollers.

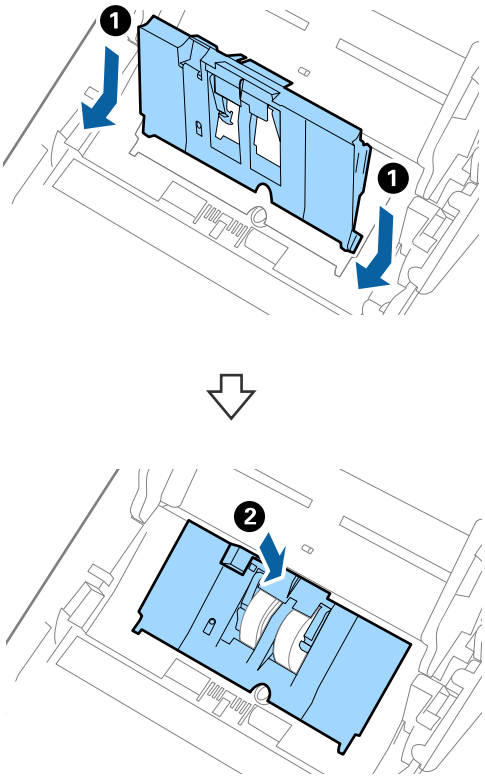



> ***Important:***
>
> *Do not pull out the pickup roller forcibly. This could damage the inside of the scanner.*

6. While holding down the fixture, slide the new pickup roller to the left and insert it into the hole in the scanner. Press the fixture to secure it.

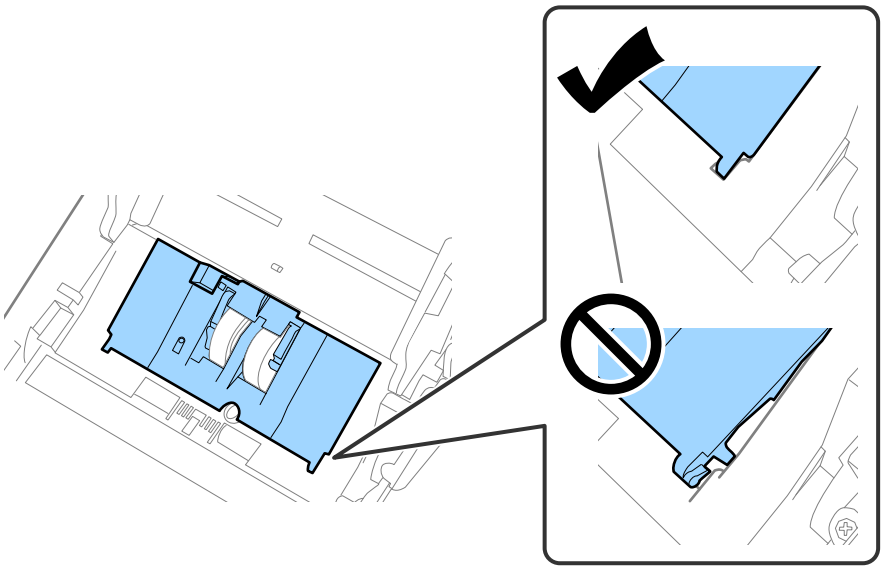



7. Put the edge of the cover of the pickup roller into the groove and slide it. Close the cover firmly.

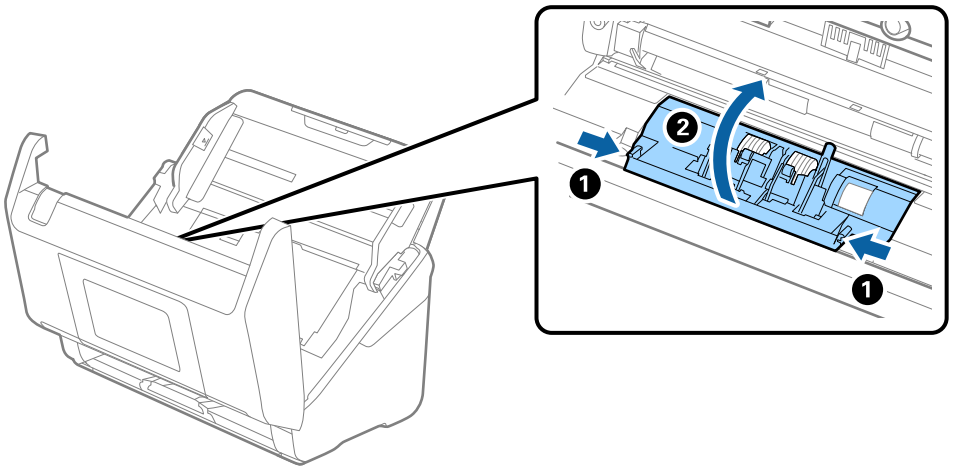


***Important:***

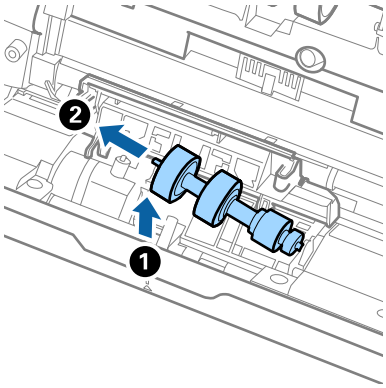
- ❏ *Make sure the pickup cover is closed correctly.*
- ❏ *Make sure the pickup rollers are installed correctly if the cover is hard to close.*
- ❏ *Do not install the cover while it is raised.*



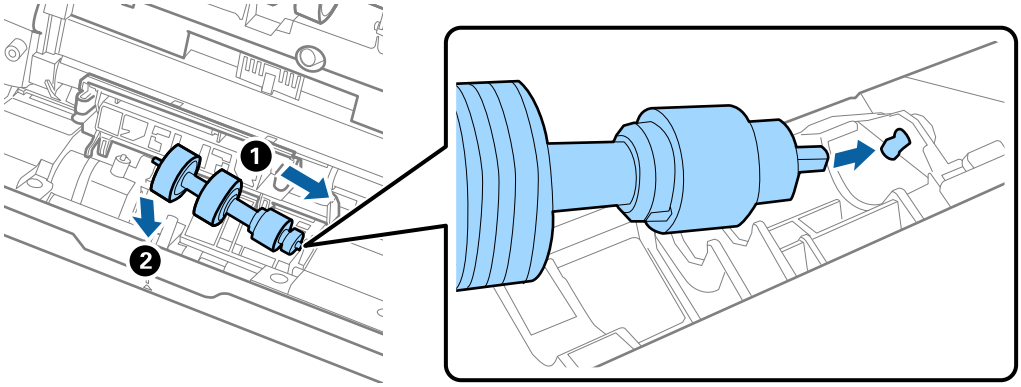
8. Push the hooks on both ends of the separation roller cover to open the cover.



9. Lift the left side of the separation roller, and then slide and remove the installed separation rollers.



10. Insert the new separation roller axis into the hole on the right side, and then lower the roller.



11. Close the separation roller cover.

> ***Important:***
> *If the cover is hard to close, make sure the separation rollers are installed correctly.*

12. Close the scanner cover.

13. Plug in the AC adapter, and then turn on the scanner.

14. Reset the scan number on the control panel.

***Note:***
*Dispose of the pickup roller and the separation roller following the rules and regulations of your local authority. Do not disassemble them.*

### Related Information

➡ "Roller Assembly Kit Codes" on page 34

# Resetting the Number of Scans After Replacing the Rollers

Reset the number of scans using the control panel or Epson Scan 2 Utility after replacing the roller assembly kit.

This section explains how to reset using the control panel.

1. Tap **Scanner Maintenance** on the home screen.
2. Tap **Roller Replacement**.
3. Tap **Reset the Number of Scans**.
4. Select **Number of Scans After Replacing Roller**, and then tap **Yes**.

***Note:***
*To reset from the Epson Scan 2 Utility, start the Epson Scan 2 Utility, click the **Counter** tab, and then click **Reset** in **Roller Assembly Kit**.*

### Related Information

➡ "Replacing the Roller Assembly Kit" on page 153

# Energy Saving

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

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

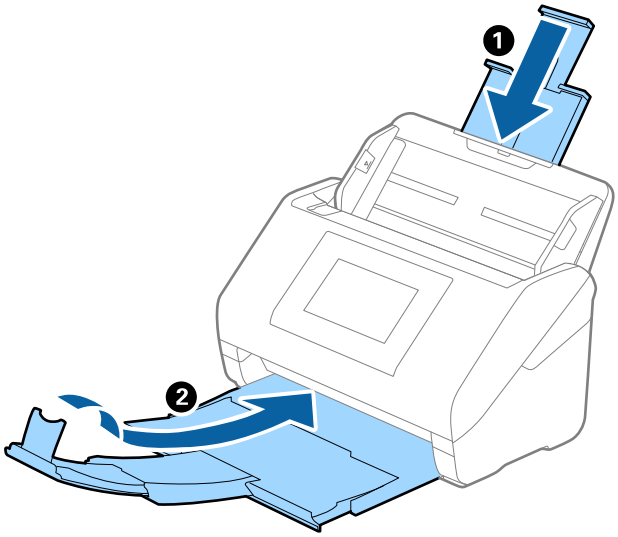
   ***Note:***
   *Available features may vary depending on the location of purchase.*

# Transporting the Scanner

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

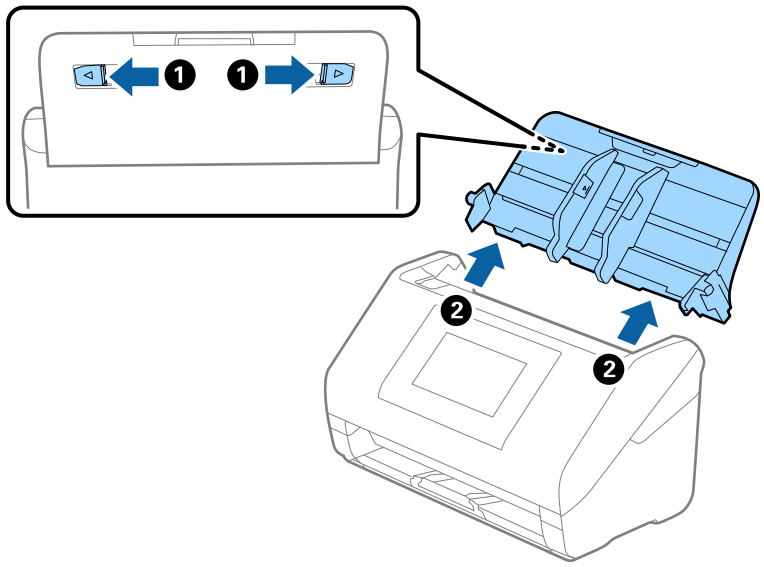
1. Press the ⏻ button to turn off the scanner.
2. Unplug the AC adapter.
3. Remove the cables and the devices.

4. Close the input tray extension and output tray.



> ***Important:***
> *Make sure you close the output tray securely; otherwise it may be damaged during transport.*

5. Remove the input tray.



6. Attach the packing materials that came with the scanner, and then repack the scanner in its original box or a sturdy box.

# Updating Applications and Firmware

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

***Important:***

❏ *Do not turn off the computer or the scanner while updating.*

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

1. Make sure that the scanner and the computer are connected, and the computer is connected to the internet.
2. Start EPSON Software Updater, and update the applications or the firmware.
   - ❏ Windows 11

     Click the start button, and then select **All apps** > **Epson Software** > **EPSON Software Updater**.
   - ❏ Windows 10

     Click the start button, and then select **Epson Software** > **EPSON Software Updater**.
   - ❏ Windows 8.1/Windows 8

     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7

     Click the start button, and then select **All Programs** or **Programs** > **Epson Software** > **EPSON Software Updater**.
   - ❏ Mac OS

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

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

*http://www.epson.com*

# Updating the Scanner's Firmware using the Control Panel

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

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

   ***Note:***
   *Select **Notification** > **On** to set the scanner to regularly check for available firmware updates.*
3. Check the message displayed on the screen and start searching for available updates.

4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

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

## Updating Firmware Using Web Config

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

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

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

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

### Related Information

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

## Updating Firmware without Connecting to the Internet

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

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

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

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

   http://www.epson.com

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

   ❏ If there is no firmware information on the website, you are already using the latest firmware.
2. Connect the computer that contains the downloaded firmware to the scanner by USB cable.
3. Double-click the downloaded .exe file.

   Epson Firmware Updater starts.

4. Follow the on-screen instructions.

# Solving Problems

Problems with the Scanner. . . . . .164

Problems when Preparing Network Scanning. . . . . 165

Problems Starting Scanning. . . . . .167

Paper Feeding Problems. . . . . 178

Scanned Image Problems. . . . . .182

Uninstalling and Installing Applications. . . . . .187

# Problems with the Scanner

## Checking Error Messages on the Control Panel

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

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

*"Error Messages are Displayed on the Control Panel" on page 174*

| Error Messages | Solutions |
|---|---|
| Install the Epson ScanSmart software on the computer to use this feature. See your documentation for more details. | Open the application list on your computer, and then check the list to find Epson ScanSmart.<br>If the software is not installed on your computer, visit the following website and search for your model to access the installer.<br>https://support.epson.com (U.S., Canada, and Latin America)<br>https://epson.sn > **Setup** (Other regions) |
| Check the following if a computer is not found. - Connection between the scanner and the computer (USB or network) - Installation of the necessary software - Power supply to the computer - Firewall and security software settings - Search again See your documentation for more details. | ❏ Make sure the scanner is connected to your computer properly.<br>❏ Install Epson ScanSmart on your computer.<br>❏ Install the latest version of the application.<br>❏ Make sure the AC adapter is securely connected to the scanner and an electrical outlet.<br>Check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on.<br>❏ Check the firewall settings for Epson software.<br>❏ Search for the computer again. |
| The combination of the IP address and the subnet mask is invalid. See your documentation for more details. | Enter the correct IP address or default gateway. Contact the person who set up the network for assistance. |
| Recovery Mode | The scanner has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again.<br>1. Connect the computer and the scanner with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.)<br>2. Visit your local Epson website for further instructions. |

### Related Information

➡ "Updating Applications and Firmware" on page 159
➡ "Installing Your Applications" on page 189

## The Scanner Does Not Turn On

❏ Make sure the AC adapter is securely connected to the scanner and an electrical outlet.

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

## The Scanner Turns Off Unexpectedly

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

### Related Information

➡ "Energy Saving" on page 158

## Forgot Your Administrator's Password

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

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

❏ *User name: none (blank)*

❏ *Password: Depends on the label attached to product.*

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

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

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

# Problems when Preparing Network Scanning

## Hints to Solving Problems

❏ Checking the error message

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

❏ Checking the communication status

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

❏ Connection test

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

❏ Initializing the settings

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

**Related Information**

➡ "Registering an Email Server" on page 113
➡ "Checking Error Messages on the Control Panel" on page 164
➡ "Receiving Email Notifications When Events Occur" on page 215
➡ "Restore Default Settings" on page 144

## Cannot Access Web Config

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

**Solutions**

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

➡ "Assigning the IP Address" on page 203

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

**Solutions**

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

❏ 80bit: AES256/AES128/3DES

❏ 112bit: AES256/AES128/3DES

❏ 128bit: AES256/AES128

❏ 192bit: AES256

❏ 256bit: AES256

### CA-signed Certificate is expired.

**Solutions**

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

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

**Solutions**

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

❏ The scanner's IP address entered to common name for creating a Self-signed Certificate or CSR

❏ IP address entered to web browser when running Web Config

For Self-signed Certificate, update the certificate.

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

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

#### Solutions

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

❏ Windows:

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

❏ Mac OS:

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

Example:

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

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

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

#### Solutions

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

Example for Windows 10:

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

# Problems Starting Scanning

## Cannot Start Scanning from Computer

Make sure the computer and the scanner are connected correctly.

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

## Checking the Connection Status (Windows)

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

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

1. Start the Epson Scan 2 Utility.

   ❏ Windows 11

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

❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7

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

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

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

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

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

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

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

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

#### Related Information

➡ "Cannot connect to a Network" on page 169

➡ "The Scanner Cannot Connect by USB" on page 171

➡ "Cannot Scan Even Though a Connection has been Correctly Established" on page 171

## Checking the Connection Status (Mac OS)

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

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

1. Start the Epson Scan 2 Utility.

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

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

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

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

   Click the  icon, and then allow the software to change.

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

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

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

#### Related Information


- "Cannot connect to a Network" on page 169
- "The Scanner Cannot Connect by USB" on page 171
- "Cannot Scan Even Though a Connection has been Correctly Established" on page 171

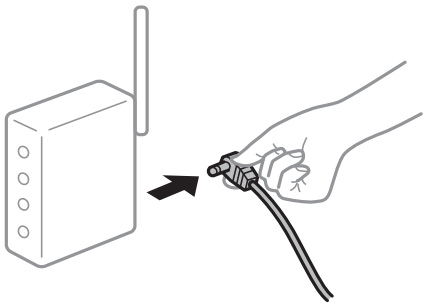

## Cannot connect to a Network

The problem could be one of the following issues.

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

#### Solutions

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



### Devices cannot receive signals from the wireless router because they are too far apart.

#### Solutions

After moving the computer or the smart devices and the scanner closer to the wireless router, turn off the wireless router, and then turn it back on.

### When changing the wireless router, the settings do not match the new router.

#### Solutions

Reconfigure the settings so that they match the new wireless router.

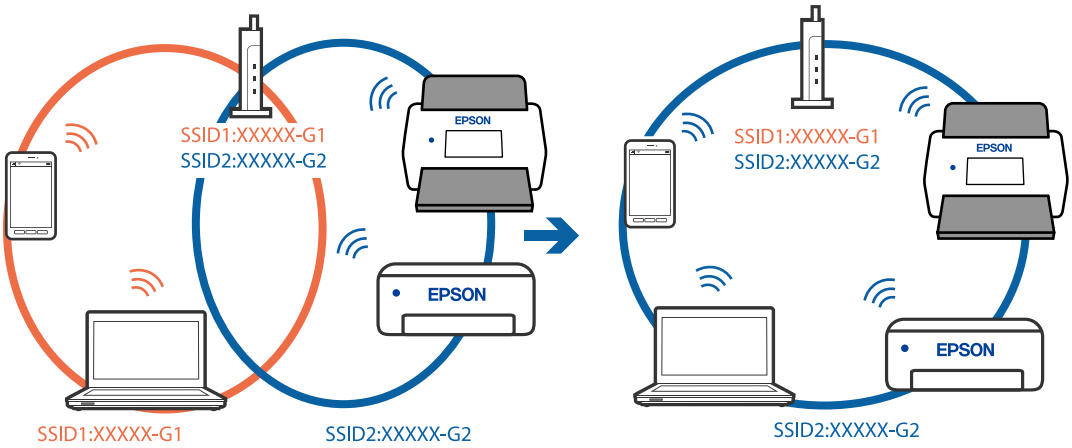

- "When Replacing the Wireless Router" on page 194

## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the scanner.




## A privacy separator on the wireless router is enabled.

### Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the scanner and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

## The IP address is incorrectly assigned.

### Solutions

If the IP address assigned to the scanner is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Select **Settings** - **Network Settings** - **Advanced** - **TCP/IP** on the scanner's control panel, and then check the IP address and the subnet mask assigned to the scanner.

Restart the wireless router or reset the network settings for the scanner.

➡ "Resetting the Network Connection" on page 194

## There is a problem with the network settings on the computer.

### Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

## The scanner is off.

### Solutions

Make sure the scanner is turned on.

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

## The Scanner Cannot Connect by USB

One of the following situations may be the cause.

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

#### Solutions

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

### There is a problem with the USB hub.

#### Solutions

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

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

#### Solutions

Connect the USB cable to a different port, or change the USB cable.

### The scanner is off.

#### Solutions

Make sure the scanner is turned on.

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

## Cannot Scan Even Though a Connection has been Correctly Established

### Required applications are not installed on your computer.

#### Solutions

Make sure the application Epson ScanSmart is installed.

If Epson ScanSmart is not installed, install it again.

➡ "Installing Your Applications" on page 189

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

#### Solutions

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

### Network Scanning Settings are Disabled

#### Solutions

In Web Config, select the **Scan** tab > **Network Scan**, and then select **Enable scanning** in **EPSON Scan**.

# Cannot Start Scanning from Smart Device

Make sure the smart device and the scanner are connected correctly.

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

## Checking the Connection Status (Smart Device)

You can use Epson Smart Panel to check the connection status for the smart device and the scanner.

1. Start Epson Smart Panel on your smart device.
2. Check whether or not the scanner name is displayed in Epson Smart Panel.

   If the scanner name is displayed, a connection has been successfully established between the smart device and the scanner.

   If a message is displayed saying that the scanner is not selected, a connection has not been established between the smart device and the scanner. Follow the instructions on the Epson Smart Panel to connect to the scanner.

If you cannot connect to the scanner over a network, check the Related Information.

### Related Information

➡ "Cannot connect to a Network" on page 172

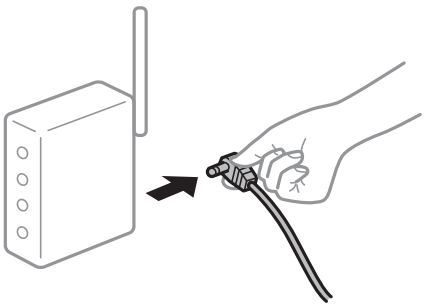
## Cannot connect to a Network

The problem could be one of the following issues.

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

#### Solutions

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



### Devices cannot receive signals from the wireless router because they are too far apart.

#### Solutions

After moving the computer or the smart devices and the scanner closer to the wireless router, turn off the wireless router, and then turn it back on.

## When changing the wireless router, the settings do not match the new router.

### Solutions

Reconfigure the settings so that they match the new wireless router.

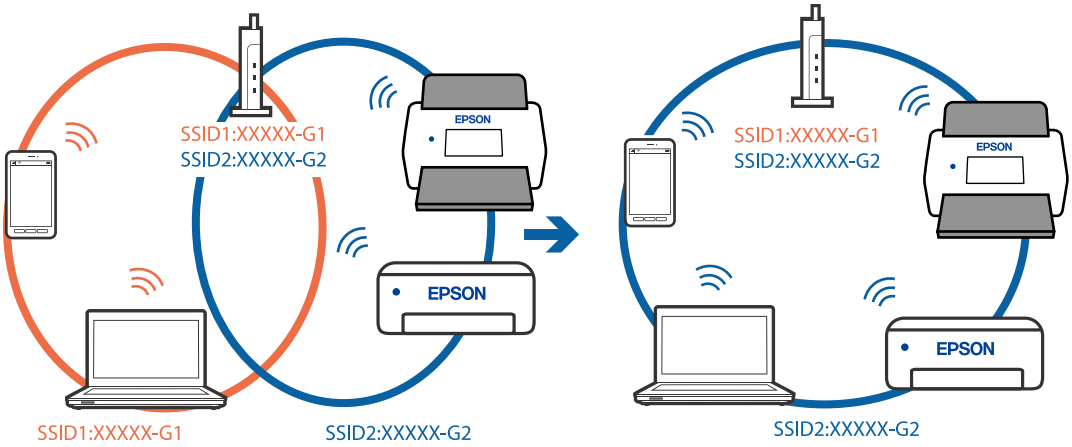
➡ "When Replacing the Wireless Router" on page 194

## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the scanner.




## A privacy separator on the wireless router is enabled.

### Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the scanner and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

## The IP address is incorrectly assigned.

### Solutions

If the IP address assigned to the scanner is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Select **Settings** - **Network Settings** - **Advanced** - **TCP/IP** on the scanner's control panel, and then check the IP address and the subnet mask assigned to the scanner.

Restart the wireless router or reset the network settings for the scanner.

➡ "Resetting the Network Connection" on page 194

## There is a problem with the network settings on the smart device.

### Solutions

Try accessing any website from your smart device to make sure that your smart device's network settings are correct. If you cannot access any website, there is a problem on the smart device.

Check the network connection of the computer. See the documentation provided with the smart device for details.

### The scanner is off.

#### Solutions

Make sure the scanner is turned on.

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

# Cannot Save Scanned Images to the Shared Folder

## Error Messages are Displayed on the Control Panel

When error messages are displayed on the control panel, check the message itself or the following list to solve the problems.

| Messages | Solutions |
|---|---|
| DNS error. Check DNS settings. | Cannot connect to the computer. Check the following.<br>❏ Make sure that the address in the contacts list on the scanner and the address of the shared folder are the same.<br>❏ If the IP address of the computer is static and is set manually, change the computer name in the network path to the IP address.<br>Example: \\EPSON02\SCAN to \\192.168.xxx.xxx\SCAN<br>❏ Make sure that the computer is turned on and does not sleep. If the computer sleeps, you cannot save scanned images to the shared folder.<br>❏ Temporarily disable the computer's Firewall and security software. If this clears the error, check the settings in the security software.<br>❏ If **Public network** is selected as the network place, you cannot save the scanned images to the shared folder. Set the forward settings for each port.<br>❏ If you are using a laptop computer and the IP address is set as DHCP, the IP address may change when reconnecting to the network. Obtain the IP address again.<br>❏ Make sure the DNS setting is correct. Contact your network administrator about the DNS settings.<br>❏ The computer name and the IP address may differ when the management table of the DNS server is not updated. Contact your DNS server administrator. |
| Authentication error. Check the location, user name and password. | Make sure the user name and the password are correct on the computer and the contacts on the scanner. Also, make sure that the password has not expired. |
| Communication error. Check the Wi-Fi/ network connection. | Cannot communicate with a network folder that is registered on the contacts list. Check the following.<br>❏ Make sure that the address in the contacts list on the scanner and the address of the shared folder are the same.<br>❏ Access rights for the user in the contacts list should be added on the **Sharing** tab and the **Security** tab of the shared folder's properties. Also, the permissions for the user should be set to **Allow**. |

| Messages | Solutions |
|---|---|
| The file name is already in use. Rename the file and scan again. | Change the file name settings. Otherwise, move or delete the files, or change the file name on the shared folder. |
| Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space. | There is not enough disk space on the computer. Increase the free space on the computer. |

### *Checking the Point where the Error Occurred*

When saving scanned images to the shared folder, saving process proceeds as following. You can then check the point where the error occurred.

| Items | Operation | Error Messages |
|---|---|---|
| Connecting | Connect to the computer from the scanner. | DNS error. Check DNS settings. |
| Logging on to the computer | Log on to the computer with the user name and the password. | Authentication error. Check the location, user name and password. |
| Checking the folder to save | Check the network path of the shared folder. | Communication error. Check the Wi-Fi/ network connection. |
| Checking the file name | Check if there is a file with the same name as the file you want to save in the folder. | The file name is already in use. Rename the file and scan again. |
| Writing the file | Write a new file. | Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space. |

## Saving the Scanned Images Takes a Long Time

### It takes a long time for the name resolution to correspond to the "Domain Name" and the "IP Address".

#### Solutions

Check the following points.

- ❏ Make sure the DNS setting is correct.
- ❏ Make sure each DNS setting is correct when checking the Web Config.
- ❏ Make sure the DNS domain name is correct.

# Cannot Send Scanned Images to the Cloud

- ❏ When using the Scan to Cloud feature, see the troubleshooting page on the Epson Connect website for details.

  https://www.epsonconnect.com/ > **Learn More** on the Scan to Cloud feature > Contents pull down list > Troubleshooting for Epson Connect Services > Scan to Cloud feature
- ❏ Make sure you enter the correct information when you login.
- ❏ Make sure the service is running. The service may be down due to system maintenance. Check the accounting service website for more detailed information.

# Cannot Send Scanned Images to an Email

❏ Make sure that the entered email address is working.

❏ Make sure that the email server settings are correct.

❏ Contact the email server administrator to make sure the server is running.

**Related Information**

➡ "Checking an Email Server Connection" on page 117

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

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

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

**Solution:**

Check your conditional access policies with Microsoft Entra ID.

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

### *Cannot send email*

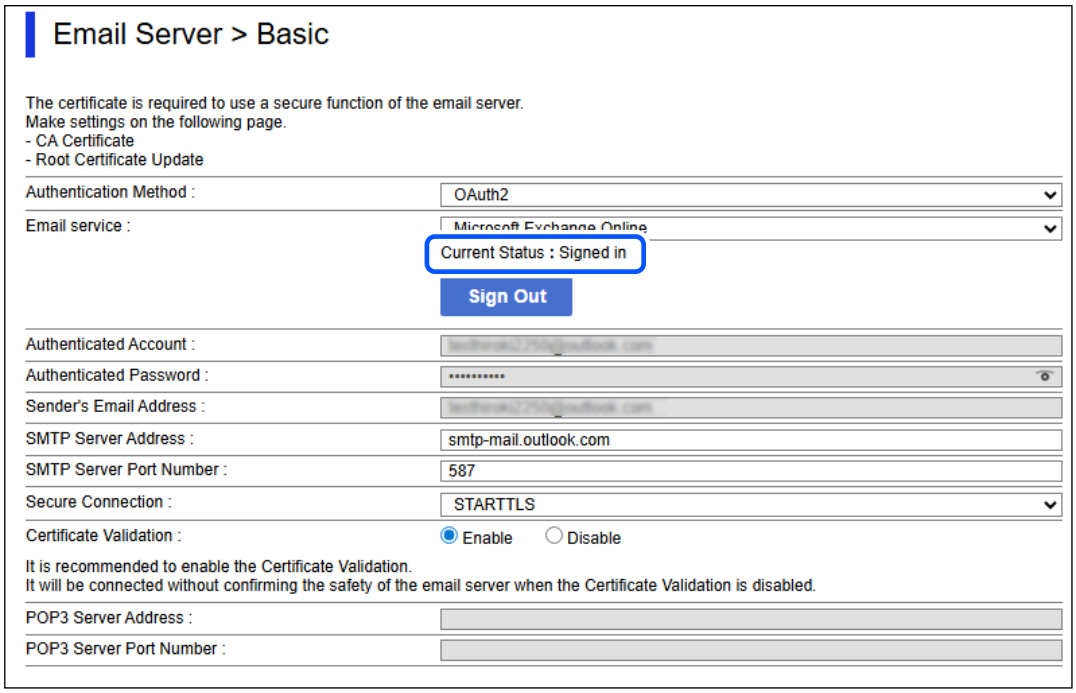
**Status:**

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

**Solution:**

Check Web Config for the current status.

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




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

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

"Setting Up OAuth2.0 Authentication for the Email Server" on page 115

**Status:**

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

**Solution:**

Connect to cloud service or email service.

**Status:**

You need to sign in to cloud service again.

**Solution:**

Sign in to cloud service.

### *Expiration message is displayed*

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

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

**Solution:**

The administrator should perform the sign-in operation again.

"Setting Up OAuth2.0 Authentication for the Email Server" on page 115

# Paper Feeding Problems

## Multiple Originals Are Fed (Double Feed)

Check the following when a double feed occurs.

- ❏ When originals are jammed inside the scanner, open the scanner cover and remove the originals, and then close the scanner cover.
- ❏ Check the scanned image, and then scan the originals again if necessary.

If multiple originals are fed frequently, try the following.

- ❏ If you load unsupported originals, the scanner may feed multiple originals at a time.
- ❏ Clean the rollers inside the scanner.
- ❏ Reduce the number of originals being placed at a time.
- ❏ Select **Slow** on the control panel to slow down the scanning speed.
- ❏ Use **Automatic Feeding Mode**, and scan originals one by one.

### Related Information

➡ "Scanning Different Sizes or Types of Originals One by One Continuously (Automatic Feeding Mode)" on page 102

➡ "Cleaning Inside the Scanner" on page 148

➡ "Removing Jammed Originals from the Scanner" on page 178

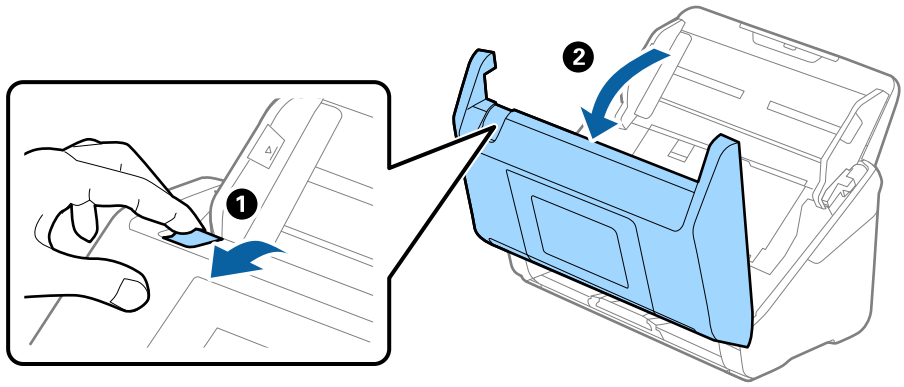
## Removing Jammed Originals from the Scanner

If an original has jammed inside the scanner, follow these steps to remove it.

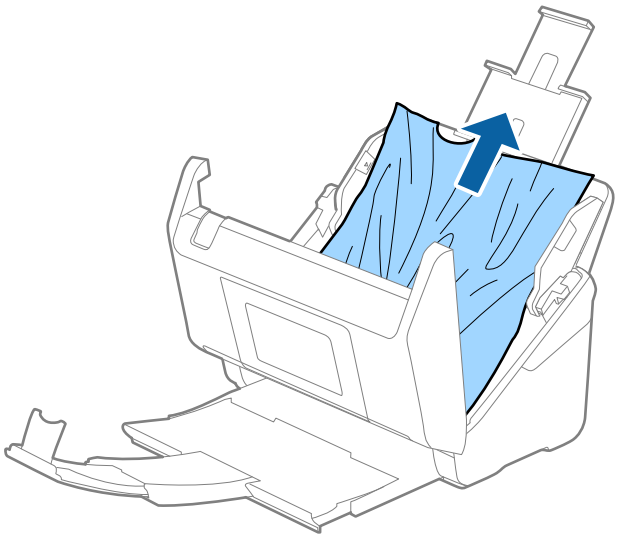
***Note:***
*Epson Smart Panel does not support scanning for long paper (393.8 mm (15.5 in.) or more).*

1. Remove all originals remaining in the input tray.

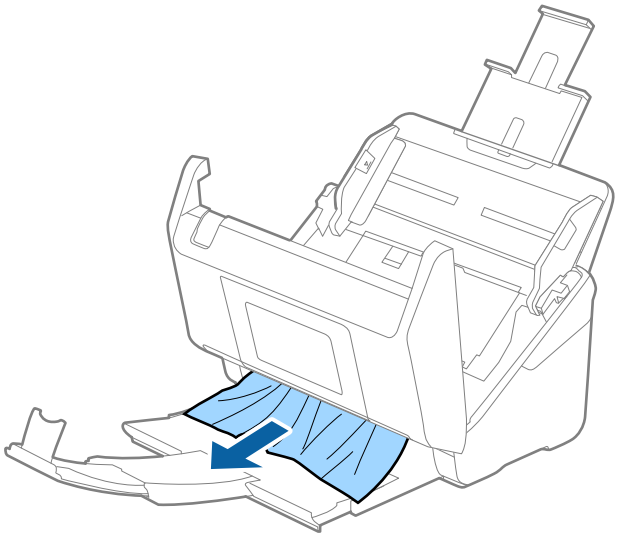
2. Pull the lever and open the scanner cover.




3. Carefully remove any originals remaining inside the scanner.



4. If you cannot pull originals straight up, carefully pull out any jammed originals from the output tray in the direction of the arrow.



> **Important:**
> *Make sure there is no paper inside the scanner.*

5. Close the scanner cover.

### Related Information


➡ "Multiple Originals Are Fed (Double Feed)" on page 178
➡ "Paper Protection Does not Work Correctly" on page 181
➡ "Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently" on page 180

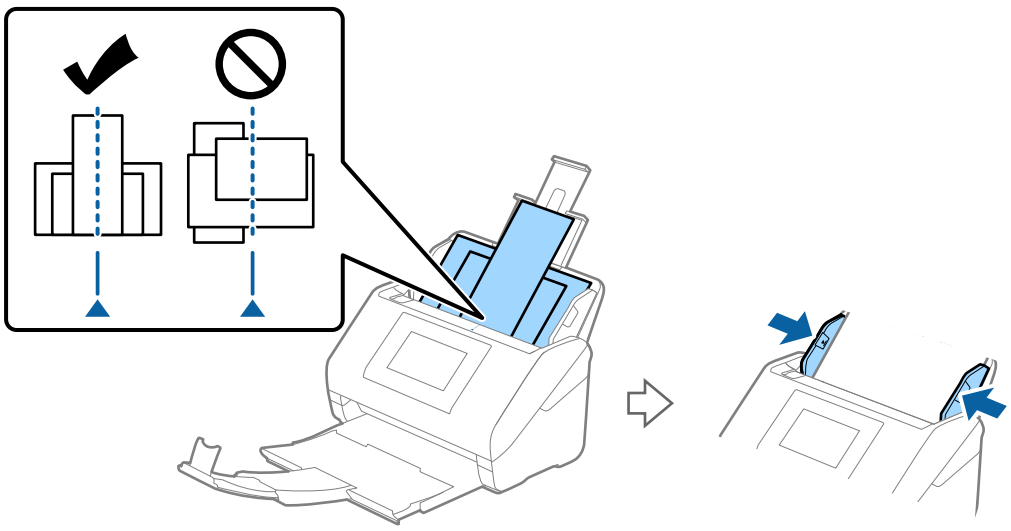

## Paper Jams, Paper Feed Errors, and Document Protection Issues Occur Frequently

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

- ❏ Originals jam frequently
- ❏ Paper feed errors occur frequently
- ❏ Document protection issues occur frequently

### Points to check when loading originals

- ❏ For originals with folds or that are curled, flatten the original before loading.
- ❏ When loading originals with a mixture of different sizes, load the originals with the side to be scanned facing down and in descending order of paper size with the widest at the back and the narrowest at the center of the input tray. Next, slide the edge guides to align them with the widest originals.



"Placing a Mixture of Originals at Different Sizes" on page 68

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

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

- ❏ *When you are using Epson ScanSmart, you can add and edit pages after scanning on the **Review Scans** screen. See the Epson ScanSmart help for details.*
- ❏ *When you are using Epson Smart Panel, load the next original, and then tap **+Scan** after scanning the first page to display the Edit screen. You can rotate, move, and delete pages on the Edit screen.*
- ❏ *When you are scanning from the control panel (Scan to Features), set Automatic Feeding Mode to **Manual**, and then scan the originals in the order you want to save them.*

- ❏ Enable Slow Mode to slow down the paper feeding speed. Select Menu > **Slow**.
- ❏ After scanning, remove the original from the output tray.

### Points to check on the scanner

- ❏ Clean the rollers inside the scanner.

  "Cleaning Inside the Scanner" on page 148
- ❏ Check the number of sheets scanned by the pickup roller. If the number of scans exceeds the pickup roller's service life (200,000 sheets), replace the roller assembly kit with a new one.

  Even if the number of scans does not exceed the pickup roller's service life, we recommend replacing the roller assembly kit with a new one if the surface of the roller is worn out.

  "Replacing the Roller Assembly Kit" on page 153

***Note:***
*You can check the number of scans by the pickup roller on the control panel or in the Epson Scan 2 Utility.*

*To check from the control panel, tap **Scanner Maintenance** > **Roller Replacement** on the Home screen, and then check the number of scans displayed.*

*To check from the Epson Scan 2 Utility, start the Epson Scan 2 Utility, click the **Counter** tab, and then check the **Number of Scans** in **Roller Assembly Kit**.*

### Related Information


- ➡ "Types of Originals that Require Attention" on page 37
- ➡ "Placing a Mixture of Originals at Different Sizes" on page 68
- ➡ "Cleaning Inside the Scanner" on page 148
- ➡ "Multiple Originals Are Fed (Double Feed)" on page 178
- ➡ "Paper Protection Does not Work Correctly" on page 181


## Paper Protection Does not Work Correctly

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

- ❏ Select **Off** to disable the feature when scanning plastic cards or thick paper.
- ❏ When misdetection occurs frequently, lower the level of this feature.
- ❏ If your original is damaged, check that this feature is enabled. If it is already enabled, increase the level of protection for the feature.

**Related Information**

➡ “Scanner Settings” on page 140
➡ “Removing Jammed Originals from the Scanner” on page 178

## The Originals Get Dirty

Clean the inside of the scanner.

**Related Information**

➡ “Cleaning Inside the Scanner” on page 148

## Scanning Speed Slows Down when Scanning Continuously

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

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

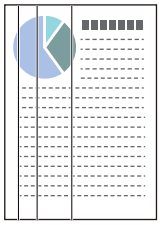
## Scanning Takes a Long Time

- ❏ The scanning speed may slow down depending on the scanning conditions, such as high resolution, image adjustment features, file format, communication mode, and others.
- ❏ If you are using a USB hub, try to connect the scanner directly to the computer.
- ❏ When using security software, exclude the TWAIN.log file from monitoring, or set the TWAIN.log as a read-only file. For more information on your security software's functions, see the help supplied with the software. The TWAIN.log file is saved in the following locations.

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

# Scanned Image Problems

## Lines (Streaks) Appear when Scanning from ADF



- ❏ Clean the ADF.

  Straight lines (streaks) may appear in the image when debris or dirt gets into the ADF.
- ❏ Remove any dust or dirt from the original.

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

Select **Settings** on the home screen > **Scanner Settings** > **Detect Glass Dirt**, and then select **On-Low** or **On-High**.

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

"Cleaning Inside the Scanner" on page 148

***Note:***

❏ *Some stains may not be detected correctly.*

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

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

#### Related Information

➡ "Cleaning Inside the Scanner" on page 148

## Alert About Stains Inside the Scanner Still Appears

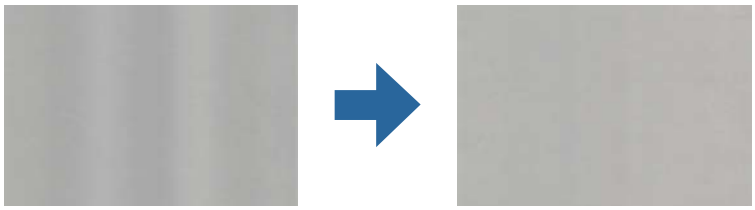
If the alert screen appears after cleaning the inside of the scanner, glass part will be required to replace.

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

#### Related Information

➡ "Cleaning Inside the Scanner" on page 148

## Colors Are Uneven in the Scanned Image



If the scanner is subject to strong light such as direct sunlight, the sensor inside the scanner misdetects the light and colors in the scanned image become uneven.

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

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

## Expanding or Contracting the Scanned Image Using the ADF

When expanding or contracting the scanned image using the ADF, you can adjust the expansion ratio by using the **Adjustments** feature in Epson Scan 2 Utility. This feature is only available for Windows.

***Note:***

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

1. Start Epson Scan 2 Utility.
   - ❏ Windows 11

     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 10

     Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 8.1/Windows 8

     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7

     Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
2. Select the **Adjustments** tab.
3. Use **Expansion/Contraction** to adjust the expansion ratio for scanned images.
4. Click **Set** to apply the settings to the scanner.

## Offset Appears in the Background of Images

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

- ❏ When **Auto**, **Color**, or **Grayscale** is selected as the **Image Type**.
  - ❏ Check that **Remove Background** is selected.

    Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab on the Epson Scan 2 window > **Remove Background**.
  - ❏ Check that **Text Enhancement** is selected.

    Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window > **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab in Epson Scan 2 window > **Text Enhancement**.
- ❏ When **Black & White** is selected as the **Image Type**.
  - ❏ Check that **Text Enhancement** is selected.

    Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab on the Epson Scan 2 window > **Text Enhancement**.

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

## Scanned Image or Text is Blurred

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

❏ Try increasing the resolution and then scanning.

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

Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Main Settings** tab on the Epson Scan 2 window > **Resolution**.

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

Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab on the Epson Scan 2 window > **Text Enhancement**.

❏ When **Black & White** is selected as the **Image Type**.

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

❏ If you are scanning in JPEG format, try to change the compression level.

Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Save Settings** tab > **Options** button

## List of Recommended Resolutions to Suit Your Purpose

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

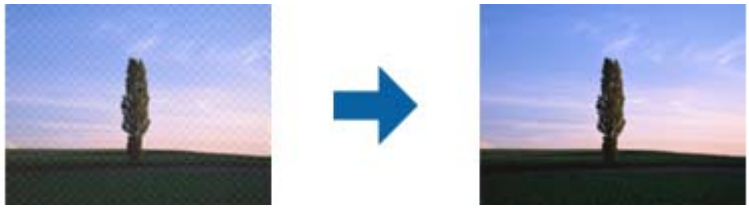
| Purpose | Resolution (Reference) |
|---|---|
| Displaying on a screen<br>Sending by email | Up to 200 dpi |
| Using Optical Character Recognition (OCR)<br>Creating a text searchable PDF | 200 to 300 dpi |
| Printing using a printer<br>Sending by fax | 200 to 300 dpi |

# Moiré Patterns (Web-Like Shadows) Appear

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

❏ Check that **Descreening** is selected.

Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Advanced Settings** tab on the Epson Scan 2 window > **Descreening**.



❏ Change the resolution, and then scan again.

Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button > **Main Settings** tab on the Epson Scan 2 window > **Resolution**.

## The Edge of the Original is Not Scanned when Automatically Detecting the Size of the Original

Depending on the original, the edge of the original may not get scanned when automatically detecting the size of the original.

❏ Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button.

In Epson Scan 2, select the **Main Settings** tab, and then select **Document Size** > **Settings**. On the **Document Size Settings** window, adjust **Crop Margins for Size "Auto"**.

❏ Depending on the original, the area of the original may not be detected correctly when using the **Auto Detect** feature. Select the appropriate size of the original from the **Document Size** list.

Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button.

In Epson Scan 2, click the **Main Settings** tab, and then click **Document Size**.

***Note:***
*If the size of the original you want to scan is not on the list, select **Customize**, and then create the size manually.*

*Click **Settings** in **Epson ScanSmart**, **Review Scans** or on the **Select Action** window, and then click the **Scanner Settings** tab > **Scan Settings** button.*

*In Epson Scan 2, click the **Main Settings** tab, and then click **Customize** in **Document Size**.*

## Character is not Recognized Correctly

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

❏ Check that the original is placed straight.

❏ Use an original with clear text. Text recognition may decline for the following types of originals.

- ❏ Originals that have been copied several times
- ❏ Originals received by fax (at low resolutions)
- ❏ Originals where the letter spacing or line spacing is too small
- ❏ Originals with ruled lines or underlining over the text
- ❏ Originals with hand written text
- ❏ Originals with creases or wrinkles

❏ Paper type made of thermal paper such as receipts may deteriorate due to age or friction. Scan them as soon as possible.

❏ When saving to Microsoft® Office or **Searchable PDF** files, check that the correct languages are selected.

Check the **Language** in each save setting window.

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

## Cannot Solve Problems in the Scanned Image

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

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

1. Start Epson Scan 2 Utility.
   - ❏ Windows 11

     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 10

     Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 8.1/Windows 8

     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7

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

     Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.
2. Select the **Other** tab.
3. Click **Reset**.

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

# Uninstalling and Installing Applications

## Uninstalling Your Applications

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

### Uninstalling Your Applications for Windows

1. Quit all running applications.
2. Disconnect the scanner from your computer.

3. Open the Control Panel:
   - ❏ Windows 11
     Click the start button, and then select **All apps** > **Windows Tools** > **Control Panel**.
   - ❏ Windows 10
     Click the start button, and then select **Windows System** > **Control Panel**.
   - ❏ Windows 8.1/Windows 8
     Select **Desktop** > **Settings** > **Control Panel**.
   - ❏ Windows 7
     Click the start button, and then select **Control Panel**.
4. Select **Uninstall a program** in **Programs**.
5. Select the application you want to uninstall.
6. Click **Uninstall/Change** or **Uninstall**.

   ***Note:***
   *If the User Account Control window is displayed, click Continue.*
7. Follow the on-screen instructions.

   ***Note:***
   *A message may be displayed prompting you to restart your computer. If it is displayed, make sure **I want to restart my computer now** is selected, and then click **Finish**.*

## Uninstalling Your Applications for Mac OS

***Note:***
*Make sure you installed EPSON Software Updater.*

1. Download the Uninstaller using EPSON Software Updater.

   Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.
2. Disconnect the scanner from your computer.
3. To uninstall the scanner driver, select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then remove the scanner from the enabled scanner list.
4. Quit all running applications.
5. Select **Go** > **Applications** > **Epson Software** > **Uninstaller**.
6. Select the application you want to uninstall, and then click Uninstall.

> ***Important:***
> *The Uninstaller removes all drivers for Epson scanners on the computer. If you use multiple Epson scanners and you only want to delete some of the drivers, delete all of them first, and then install the necessary scanner drivers again.*

***Note:***
*If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Go** > **Applications** > **Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.*

## Installing Your Applications

Follow the steps below to install the necessary applications.

***Note:***
❏ *Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.*

❏ *When reinstalling applications, you need to uninstall them first.*

1. Quit all running applications.

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

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

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

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

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

# Adding or Replacing the Computer or Devices

Connecting to a Scanner that has been Connected to the Network. . . . . 191

Connecting a Smart Device and Scanner Directly (Wi-Fi Direct). . . . . 192

Resetting the Network Connection. . . . . 194

Checking the Network Connection Status. . . . . 196

# Connecting to a Scanner that has been Connected to the Network

When the scanner has already been connected to the network, you can connect a computer or a smart device to the scanner over the network.

## Using a Network Scanner from a Second Computer

We recommend using the installer to connect the scanner to a computer.

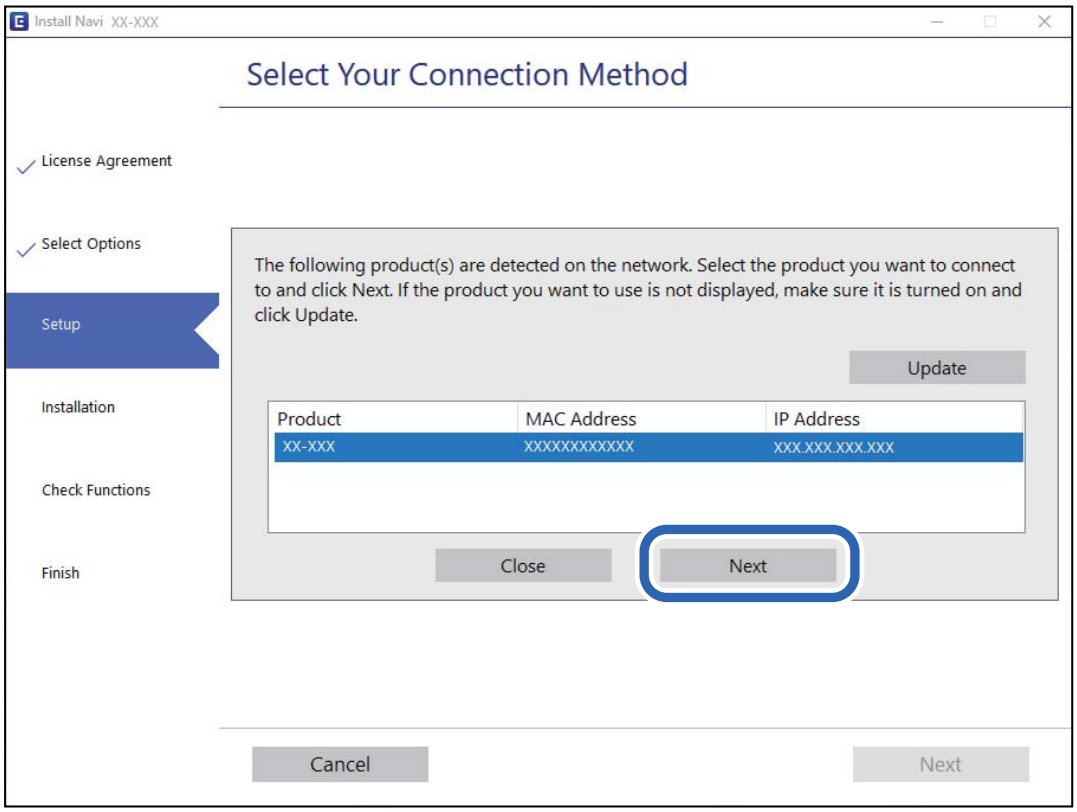
Visit the following website and search for your model to access the installer.

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

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

### Selecting the Scanner

Follow the on-screen instructions until the following screen is displayed, select the scanner name you want to connect to, and then click **Next**.




Follow the on-screen instructions.

## Using a Network Scanner from a Smart Device

You can connect a smart device to the scanner using one of the following methods.

#### Connecting over a wireless router

Connect the smart device to the same Wi-Fi network (SSID) as the scanner.

See the following for more details.

"Configuring Settings for Connecting to the Smart Device" on page 195

#### Connecting by Wi-Fi Direct

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

See the following for more details.

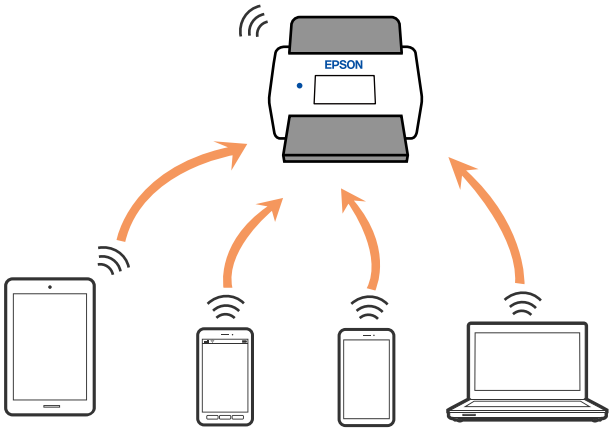
"Connecting a Smart Device and Scanner Directly (Wi-Fi Direct)" on page 192

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

Wi-Fi Direct (Simple AP) allows you to connect a smart device directly to the scanner without a wireless router and scan from the smart device.

## About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the scanner and the computer or smart device directly. In this mode, the scanner acts as a wireless router and you can connect up to 8 devices to the scanner without having to use a standard wireless router. However, devices directly connected to the scanner cannot communicate with each other through the scanner.




The scanner can be connected by Wi-Fi and Wi-Fi Direct (Simple AP) connection simultaneously. However, if you start a network connection in Wi-Fi Direct (Simple AP) connection when the scanner is connected by Wi-Fi, the Wi-Fi is temporarily disconnected.

## Connecting to a Smart Device using Wi-Fi Direct

This method allows you to connect the scanner directly to smart devices without a wireless router.

1. Select  on the home screen.
2. Select **Wi-Fi Direct**.
3. Select **Start Setup**.
4. Start Epson Smart Panel on your smart device.
5. Follow the instructions displayed on the Epson Smart Panel to connect to your scanner.

   When your smart device is connected to the scanner, go to the next step.
6. On the scanner's control panel, select **Complete**.

## Disconnecting Wi-Fi Direct (Simple AP) Connection

There are two methods available to disable a Wi-Fi Direct (Simple AP) connection; you can disable all connections by using the scanner's control panel, or disable each connection from the computer or the smart device.

When you want to disable all connections, select  > **Wi-Fi Direct** > **Start Setup** > **Change** > **Disable Wi-Fi Direct**.

> ***Important:***
> *When Wi-Fi Direct (Simple AP) connection disabled, all computers and smart devices connected to the scanner in Wi-Fi Direct (Simple AP) connection are disconnected.*

***Note:***
*If you want to disconnect a specific device, disconnect from the device instead of the scanner. Use one of the following methods to disconnect the Wi-Fi Direct (Simple AP) connection from the device.*

- ❏ *Disconnect the Wi-Fi connection to the scanner's network name (SSID).*
- ❏ *Connect to another network name (SSID).*

## Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID

When Wi-Fi Direct (simple AP) connection is enabled, you can change the settings from  > **Wi-Fi Direct** > **Start Setup** > **Change**, and then the following menu items are displayed.

### Change Network Name

Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the scanner to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel. You can enter up to 22 characters.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

#### Change Password

Change the Wi-Fi Direct (simple AP) password for connecting to the scanner to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel. You can enter 8 to 22 characters.

When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

#### Change Frequency Range

Change the frequency range of Wi-Fi Direct used for connecting to the scanner. You can select 2.4 GHz or 5 GHz.

When changing the frequency range, all connected devices are disconnected. Re-connect the device.

Note that you cannot re-connect from devices that do not support 5 GHz frequency range when changing to 5 GHz.

Depending on the region, this setting may not be displayed.

#### Disable Wi-Fi Direct

Disable Wi-Fi Direct (simple AP) settings of the scanner. When disabling it, all devices connected to the scanner in Wi-Fi Direct (Simple AP) connection are disconnected.

#### Restore Default Settings

Restore all Wi-Fi Direct (simple AP) settings to their defaults.

The Wi-Fi Direct (simple AP) connection information of the smart device saved to the scanner is deleted.

***Note:***
*You can also set up from the **Network** tab > **Wi-Fi Direct** on Web Config for the following settings.*

- ❏ *Enabling or disabling Wi-Fi Direct (simple AP)*
- ❏ *Changing network name (SSID)*
- ❏ *Changing password*
- ❏ *Changing the frequency range*
  *Depending on the region, this setting may not be displayed.*
- ❏ *Restoring the Wi-Fi Direct (simple AP) settings*

# Resetting the Network Connection

This section explains how to configure the network connection settings and change the connection method when replacing the wireless router or the computer.

## When Replacing the Wireless Router

When you replace the wireless router, configure settings for the connection between the computer or the smart device and the scanner.

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

## Making Settings for Connecting to the Computer

We recommend using the installer to connect the scanner to a computer.

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

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

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

Follow the on-screen instructions.

## Configuring Settings for Connecting to the Smart Device

You can use the scanner from a smart device when you connect the scanner to the same Wi-Fi network (SSID) as the smart device.

Install Epson Smart Panel from the following URL or QR code.

**U.S., Canada, and Latin America**

**Other Regions**

https://support.epson.net/smpdl/

Start Epson Smart Panel, and then follow the on-screen instructions to set up the scanner.

# When Changing the Computer

When changing the computer, configure connection settings between the computer and the scanner.

## Making Settings for Connecting to the Computer

We recommend using the installer to connect the scanner to a computer.

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

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

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

Follow the on-screen instructions.

## Changing the Connection Method to the Computer

This section explains how to change the connection method when the computer and the scanner have been connected.

### Changing from USB to a Network Connection

Use the installer to set up in a different connection method.

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

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

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

#### Selecting Change the Connection Methods

Follow the on-screen instructions.

Select **Connect via wireless network (Wi-Fi)**, and then click **Next**.

Follow the on-screen instructions to finish setup.

## Configuring Wi-Fi Settings from the Control Panel

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

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

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

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

#### Related Information

➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 204
➡ "Configuring Wi-Fi Settings Using Push Button Setup (WPS)" on page 205
➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 206

# Checking the Network Connection Status

You can check the network connection status in the following way.

# Checking the Network Connection Status from the Control Panel

You can check the network connection status using the network icon or the network information on the scanner's control panel.

## Checking the Network Connection Status using the Network Icon

You can check the network connection status and strength of the radio wave using the network icon on the scanner's home screen.




| | | |
|---|---|---|
|  | Displays the network connection status.<br>Select the icon to check and change the current settings. This is the shortcut for the following menu.<br>**Settings** > **Network Settings** > **Wi-Fi Setup** | |
| |  | The scanner is not connected to a wireless (Wi-Fi) network. |
| |  | The scanner is searching for an SSID, the IP address has not been set, or the scanner is having a problem with a wireless (Wi-Fi) network. |
| |  | The scanner is connected to a wireless (Wi-Fi) network.<br>The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection. |
| |  | The scanner is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode. |
| |  | The scanner is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode. |

## Displaying Detailed Network Information on the Control Panel

When your scanner is connected to the network, you can also view other network-related information by selecting the network menus you want to check.

1. Select **Settings** on the home screen.
2. Select **Network Settings** > **Network Status**.
3. To check the information, select the menus that you want to check.
   - ❏ Wi-Fi Status
     Displays the network information (device name, connection, signal strength, and more) for Wi-Fi connections.

❏ Wi-Fi Direct Status

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

❏ Email Server Status

Displays the network information for email server.

## Checking the Network of the Computer (Windows only)

By using the command prompt, check the connection status of the computer and the connection path to the scanner. This will lead you to solve the problems.

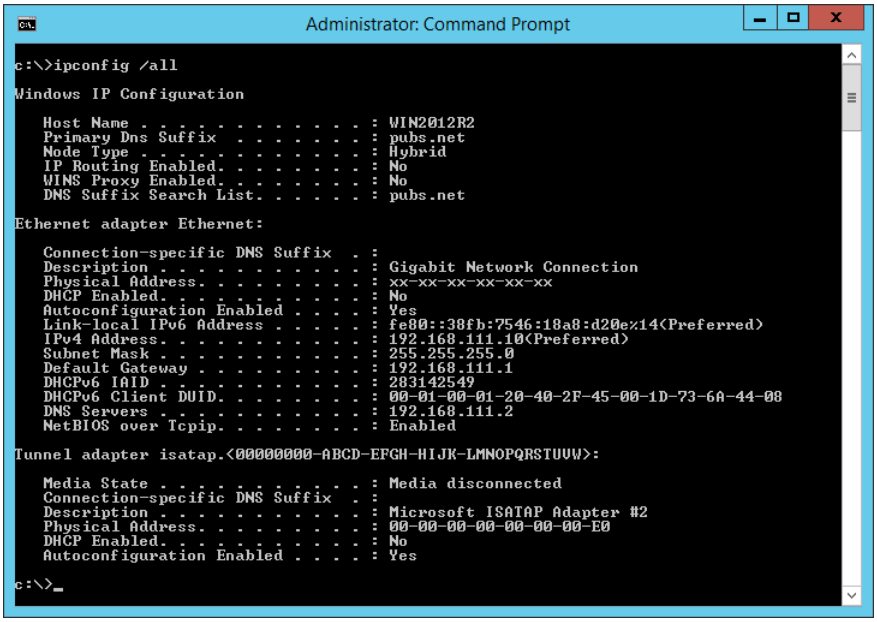
❏ ipconfig command

Display the connection status of the network interface that is currently used by the computer.

By comparing the setting information with actual communication, you can check whether the connection is correct. In case there are multiple DHCP servers on the same network, you can find out the actual address assigned to the computer, the referred DNS server, etc.

❏ Format : ipconfig /all

❏ Examples :

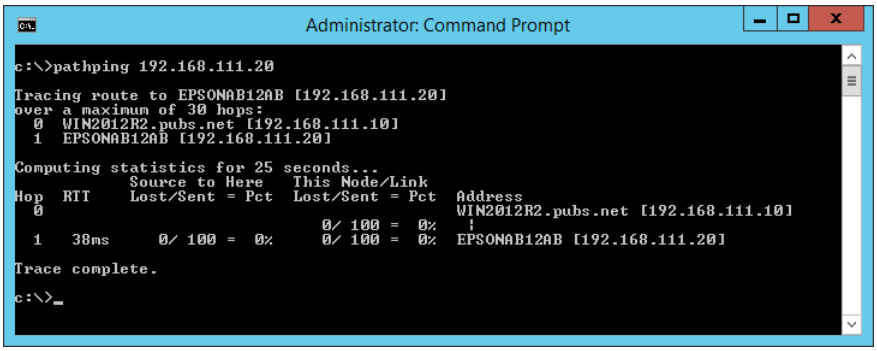


❏ pathping command

You can confirm the list of routers passing through the destination host and the routing of communication.

❏ Format : pathping xxx.xxx.xxx.xxx

❏ Examples : pathping 192.0.2.222



# Administrator Information

Connecting the Scanner to the Network. . . . . 201

Introduction of Product Security Features. . . . . 207

Administrator Settings. . . . . .207

Disabling the External Interface. . . . . 213

Enabling Program Verification on Start Up. . . . . .213

Enabling or Disabling WSD Scan. . . . . 214

Monitoring a Remote Scanner. . . . . 214

Backing Up the Settings. . . . . .216

Advanced Security Settings. . . . . 217

# Connecting the Scanner to the Network

This section explains how to connect the scanner to the network using the scanner's control panel.

If your scanner and computer are in the same segment, you can also connect using the installer.

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

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

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

## Before Making a Network Connection

To connect to the network, check the connection method and setting information for connection in advance.

### Gathering Information on the Connection Setting

Prepare the necessary setting information to connect. Check the following information in advance.

| Divisions | Items | Note |
|---|---|---|
| Network connection information | ❏ IP address<br>❏ Subnet mask<br>❏ Default gateway | Decide the IP address to assign to the scanner.<br>When you assign the IP address statically, all values are required.<br>When you assign the IP address dynamically using the DHCP function, this information is not required because it is set automatically. |
| Wi-Fi connection information | ❏ SSID<br>❏ Password | These are the SSID (network name) and the password of the access point that the scanner connects to.<br>If MAC address filtering has been set, register the MAC address of the scanner in advance to register the scanner.<br>See the following for the supported standards.<br>"Network Specifications" on page 251 |
| DNS server information | ❏ IP address for primary DNS<br>❏ IP address for secondary DNS | These are required when specifying DNS servers. The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server.<br>If you are in a small organization and do not set the DNS server, set the IP address of the router. |
| Proxy server information | ❏ Proxy server name | Set this when your network environment uses the proxy server to access the internet from the intranet, and you use the function that the scanner directly accesses to the internet.<br>For the following functions, the scanner directly connects to the internet .<br>❏ Epson Connect Services<br>❏ Cloud services of other companies<br>❏ Firmware updating<br>❏ Sending scanned images to SharePoint(WebDAV) |

| Divisions | Items | Note |
|---|---|---|
| Port number information | ❑ Port number to release | Check the port number used by the scanner and computer, then release the port that is blocked by a firewall, if necessary.<br>See the following for the port number used by the scanner.<br>"Network Ports for the Scanner" on page 253 |

## IP Address Assignment

These are the following types of IP address assignment.

**Static IP address:**

Assign the predetermined IP address to the scanner (host) manually.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) need to be set manually.

The IP address does not change even when the device is turned off, so this is useful when you want to manage devices with an environment where you cannot change the IP address or you want to manage devices using the IP address. We recommend settings to the scanner, server, etc. that many computers access. Also, when using security features such as IPsec / IP filtering, assign a fixed IP address so that the IP address does not change.

**Automatic assignment by using DHCP function (dynamic IP address):**

Assign the IP address automatically to the scanner (host) by using the DHCP function of the DHCP server or router.

The information to connect to the network (subnet mask, default gateway, DNS server and other network settings) is set automatically, so you can easily connect the device to the network.

If the device or the router is turned off, or depending on the DHCP server settings, IP address may change when reconnecting.

We recommend managing devices other than the IP address and communicating with protocols that can follow the IP address.

***Note:***
*When you use the IP address reservation function of the DHCP, you can assign the same IP address to the devices at any time.*

## DNS Server and Proxy Server

The DNS server has a host name, domain name of the email address, etc. in association with the IP address information.

Communication is impossible if the other party is described by host name, domain name, etc. when the computer or the scanner performs IP communication.

The DNS server queries for that information and gets the IP address of the other party. This process is called name resolution.

Therefore, the devices such as computers and scanners can communicate using the IP address.

Name resolution is necessary for the scanner to communicate using the email function or Internet connection function.

When you use those functions, configure the DNS server settings.

When you assign the scanner's IP address by using the DHCP function of the DHCP server or router, it is automatically set.

The proxy server is placed at the gateway between the network and the Internet, and it communicates to the computer, scanner, and Internet (opposite server) on behalf of each of them. The opposite server communicates only to the proxy server. Therefore, scanner information such as the IP address and port number cannot be read and increased security is expected.

When you connect to the Internet via a proxy server, configure the proxy server on the scanner.

# Assigning the IP Address

Set up the basic items such as Host Address, Subnet Mask, Default Gateway.

This section explains the procedure for setting a static IP address.

1. Turn on the scanner.
2. Select **Settings** on the home screen on the scanner's control panel.
3. Select **Network Settings** > **Advanced** > **TCP/IP**.
4. Select **Manual** for **Obtain IP Address**.

   When you set the IP address automatically by using the DHCP function of router, select **Auto**. In that case, the **IP Address**, **Subnet Mask**, and **Default Gateway** on step 5 to 6 are also set automatically, so go to step 7.
5. Enter the IP address.

   Focus moves to the forward segment or the back segment separated by a period if you select ◀ and ▶.

   Confirm the value reflected on the previous screen.
6. Set up the **Subnet Mask** and **Default Gateway**.

   Confirm the value reflected on the previous screen.

   > ***Important:***
   > *If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, **Start Setup** is inactive and cannot proceed with the settings. Confirm that there is no error in the entry.*
7. Enter the IP address for the primary DNS server.

   Confirm the value reflected on the previous screen.

   ***Note:***
   *When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 9.*
8. Enter the IP address for the secondary DNS server.

   Confirm the value reflected on the previous screen.
9. Tap **Start Setup**.

## Setting the Proxy Server

Set up the proxy server if both of the following are true.

❏ The proxy server is built for Internet connection.

❏ When using a function in which a scanner directly connects to the Internet, such as Epson Connect service or another company's cloud services.

1. Select **Settings** on the home screen.

   When configuring settings after IP address setting, the **Advanced** screen is displayed. Go to step 3.

2. Select **Network Settings** > **Advanced**.

3. Select **Proxy Server**.

4. Select **Use** for **Proxy Server Settings**.

5. Enter the address for the proxy server in IPv4 or FQDN format.

6. Enter the port number for the proxy server.

7. Tap **Start Setup**.

# Connecting to the Wireless LAN (Wi-Fi)

You can connect the scanner to the wireless LAN (Wi-Fi) in several ways. Choose the connection method that matches the environment and conditions that you are using.

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

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

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

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

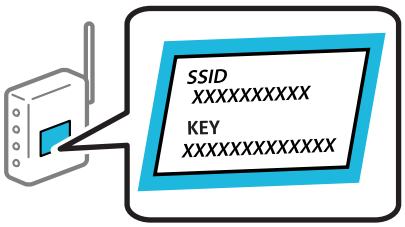
This product normally uses W52 (36ch) as the channel when connecting to Wi-Fi Direct (Simple AP). Since the channel for wireless LAN (Wi-Fi) connection is selected automatically, the channel used may differ when used at the same time as a Wi-Fi Direct connection. If the channels differ, data communication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

When setting the wireless LAN to 5 GHz, we recommend disabling Wi-Fi Direct.

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

You can set up a Wi-Fi connection by entering the necessary information from the scanner's control panel. To set up using this method, you need the SSID and password for your wireless router.

***Note:***
*If you are using a wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.*




1. Tap  on the home screen.
2. Select **Router**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.
4. Select **Wi-Fi Setup Wizard**.
5. Follow the on-screen instructions to select the SSID, enter the password for the wireless router, and start setup.

   If you want to check the network connection status for the scanner after setup is complete, see the related information below for more details.

   ***Note:***
   - ❏ *If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label. If you cannot find any information, see the documentation provided with the wireless router.*
   - ❏ *The password is case-sensitive.*
   - ❏ *If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be named "Network Key", "Wireless Password", or another similar name. If you are using the wireless router with its default settings, use the password written on the label.*
   - ❏ *If you cannot see the SSID you want to connect to, use software or an app to set up the Wi-Fi from your computer or smart device, such as a smartphone or tablet.*

### Related Information

➡ "Checking the Network Connection Status" on page 196

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

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

- ❏ The wireless router is compatible with WPS (Wi-Fi Protected Setup).
- ❏ The current Wi-Fi connection was established by pressing a button on the wireless router.

***Note:***
*If you cannot find the button or you are setting up using the software, see the documentation provided with the wireless router.*

1. Tap  on the home screen.
2. Select **Router**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.
4. Select **Push Button Setup(WPS)**.
5. Follow the on-screen instructions.

   If you want to check the network connection status for the scanner after setup is complete, see the related information below for more details.

   ***Note:***
   *If connection fails, restart the wireless router, move it closer to the scanner, and try again.*

### Related Information

➡ "Checking the Network Connection Status" on page 196

## Configuring Wi-Fi Settings Using PIN Code Setup (WPS)

You can automatically connect to a wireless router by using a PIN code. You can use this method to set up if a wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

1. Tap  on the home screen.
2. Select **Router**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection.** or **Change Settings** to change the settings.
4. Select **Others** > **PIN Code Setup(WPS)**.
5. Follow the on-screen instructions.

   If you want to check the network connection status for the scanner after setup is complete, see the related information below for more details.

   ***Note:***
   *See the documentation provided with your wireless router for details on entering a PIN code.*

### Related Information

➡ "Checking the Network Connection Status" on page 196

# Introduction of Product Security Features

This section introduces the security function of the Epson Devices.

| Feature name | Feature type | What to set | What to prevent |
|---|---|---|---|
| Setup for the administrator password | Locks the system settings, such as connection setup for network or USB. | An administrator sets a password to the device.<br>You can set or change from both Web Config and the scanner's control panel. | Prevent from illegally reading and changing the information stored in the device such as ID, password, network settings, and so on. Also, reduce a wide range of security risks such as leakage of information for the network environment or security policy. |
| Setup for external interface | Controls the interface that connects to the device. | Enable or disable USB connection with the computer. | USB connection of computer: Prevents unauthorized use of the device by prohibiting scanning without going through the network. |

**Related Information**

➡ "Changing the Administrator Password Using Web Config" on page 207

➡ "Disabling the External Interface" on page 213

# Administrator Settings

## Configuring the Administrator Password

When you set an administrator password, you can prevent users from changing system management settings. The default values are set at the time of purchase. Change them as necessary.

***Note:***
*The following provides the default values for the administrator information.*

- *User name (used for Web Config only): None (blank)*
- *Password: Depends on the label attached to product.*

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

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

You can change the administrator password using either Web Config, the scanner's control panel, or Epson Device Admin. When using Epson Device Admin, see the Epson Device Admin guide or help.

### Changing the Administrator Password Using Web Config

Change the administrator password in Web Config.

1. Access Web Config and select the **Product Security** tab > **Change Administrator Password**.
2. Enter the necessary information in **Current password**, **User Name**, **New Password**, and **Confirm New Password**.

   The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

   ***Note:***
   *The following provides the default values for the administrator information.*

   - *User name: none (blank)*
   - *Password: Depends on the label attached to product.*

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

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

   ***Important:***
   *Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to request help from service personnel.*
3. Select **OK**.

### Related Information

➡ "Notes on the Administrator Password" on page 13
➡ "How to Run Web Config in a Web Browser" on page 30

## Changing the Administrator Password from the Scanner's Control Panel

You can change the administrator password from the scanner's control panel.

1. Select **Settings** on the scanner's control panel.
2. Select **System Administration** > **Admin Settings**.
3. Select **Admin Password** > **Change**.
4. Enter your current password.

   ***Note:***
   *The initial administrator password (default) at the time of purchase varies depending on the label attached to the product. If there is a "PASSWORD" label attached to the back, enter the 8-digit number shown on the label. If there is no "PASSWORD" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password.*
5. Enter your new password.

   The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

> ***Important:***
> *Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to request help from service personnel.*

6. Enter the new password again for confirmation.

A completion message is displayed.

# Using Lock Setting for the Control Panel

You can use Lock Setting to lock the control panel to prevent users from changing items related to system settings.

## Setting Lock Setting from the Control Panel

1. Select **Settings**.
2. Select **System Administration** > **Admin Settings**.
   When Lock Setting is set, you will be prompted to enter the password.
3. Select **On** or **Off** as the **Lock Setting**.

## Setting Lock Setting from Web Config

1. Select the **Device Management** tab > **Control Panel**.
2. Select **ON** or **OFF** for **Panel Lock**.
3. Click **OK**.

### Related Information

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

## Lock Setting Items for Settings Menu

This is a list of the Lock Setting items in **Settings** on the control panel.

| Settings menu | Panel Lock |
|---|---|
| Basic Settings | - |

| Settings menu | | Panel Lock |
|---|---|---|
| | LCD Brightness | - |
| | Sounds | - |
| | Sleep Timer | ✓ |
| | Power Off Timer | ✓ |
| | Date/Time Settings | ✓ |
| | Language | ✓ |
| | Keyboard<br>(This feature may not be available depending on your region.) | - |
| | Operation Time Out | ✓ |
| | PC Connection via USB | ✓ |
| | Direct power on | ✓ |
| Scanner Settings | | - |
| | Slow | - |
| | Double Feed Stop Timing | ✓ |
| | DFDS Function | - |
| | Paper Protection | ✓ |
| | Detect Glass Dirt | ✓ |
| | Ultrasonic Double Feed Detection | ✓ |
| | Automatic Feeding Mode Timeout | ✓ |
| | Confirm Recipient | - |
| Edit Home | | ✓ |
| | Layout | ✓ |
| | Add Icon | ✓ |
| | Remove Icon | ✓ |
| | Move Icon | ✓ |
| | Restore Default Icon Display | ✓ |
| | Wall Paper | ✓ |
| User Settings | | ✓ |
| | Network Folder/FTP | ✓ |
| | Email | ✓ |
| | Cloud | ✓ |
| | Memory Device | ✓ |

| Settings menu | | Panel Lock |
|---|---|---|
| Network Settings | | ✓ |
| | Wi-Fi Setup | ✓ |
| | Network Status | ✓ |
| | Advanced | ✓ |
| Web Service Settings | | ✓ |
| | Epson Connect Services | ✓ |
| Contacts Manager | | - |
| | Register/Delete | ✓ |
| | Frequent | - |
| | View Options | - |
| | Search Options | - |
| System Administration | | ✓ |
| | Contacts Manager | ✓ |
| | Admin Settings | ✓ |
| | Password Encryption | ✓ |
| | Program Verification on Start Up | ✓ |
| | Customer Research | ✓ |
| | WSD Settings | ✓ |
| | Restore Default Settings | ✓ |
| | Firmware Update | ✓ |
| Device Information | | - |
| | Serial Number | - |
| | Current Version | - |
| | Total Number of Scans | - |
| | Number of 1-Sided Scans | - |
| | Number of 2-Sided Scans | - |
| | Number of Scans of Carrier Sheet | - |
| | Number of Scans After Replacing Roller | - |
| | Number of Scans After Regular Cleaning | - |
| | Reset the Number of Scans | ✓ |
| Scanner Maintenance | | - |

| Settings menu | | | Panel Lock |
|---|---|---|---|
| | Roller Cleaning | | - |
| | Roller Replacement | | - |
| | | Reset the Number of Scans | ✓ |
| | | How to Replace | - |
| | Regular Cleaning | | - |
| | | Reset the Number of Scans | ✓ |
| | | How to Clean | - |
| | Glass Cleaning | | - |
| Roller Replacement Alert Setting | | | ✓ |
| | Count Alert Setting | | ✓ |
| Regular Cleaning Alert Settings | | | ✓ |
| | Regular Cleaning Alert Settings | | ✓ |
| | Count Alert Setting | | ✓ |

✓ = To be locked.

- = Not to be locked.

# Logging in to the Scanner's Web Config from a Computer

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

1. Enter the scanner's IP address into a browser to run Web Config.
2. Click **Administrator Login** at the top-right of the screen. Enter the **User Name** and **Current password**, and then click **OK**.

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

   ·User name: none (blank)

   ·Password: Depends on the label attached to product.

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

The setting items are displayed when you log in as an administrator.

Click **Administrator Logout** at the top-right of the screen to log out.

### Related Information

➡ "Notes on the Administrator Password" on page 13

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

# Disabling the External Interface

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

***Note:***
*You can also make the restriction settings on the scanner's control panel.*

*PC Connection via USB :* ***Settings*** *>* ***Basic Settings*** *>* ***PC Connection via USB***

1. Access Web Config and select the **Product Security** tab > **External Interface**.
2. Select **Disable** on the functions you want to set.

   Select **Enable** when you want to cancel controlling.

   PC Connection via USB

   You can restrict the usage of the USB connection from the computer. If you want to restrict it, select **Disable**.
3. Click **OK**.
4. Check that the disabled port cannot be used.

   PC Connection via USB

   If the driver was installed on the computer

   Connect the scanner to the computer using a USB cable, and then confirm that the scanner does not scan.

   If the driver was not installed on the computer

   Windows:

   Open the device manager and keep it, connect the scanner to the computer using a USB cable, and then confirm that the device manager's display contents stays unchanged.

   Mac OS:

   Connect the scanner to the computer using a USB cable, and then confirm that you cannot add the scanner from **Printers & Scanners**.

### Related Information

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

# Enabling Program Verification on Start Up

If you enable the Program Verification feature, the scanner performs verification at start up to check if unauthorized third parties have tampered with the program. If any issues are detected, the scanner does not start.

***Note:***
*Enabling this function increases the scanner's startup time.*

1. Access Web Config, and then select the **Product Security** tab > **Program Verification on Start Up**.

   ***Note:***
   *You can also select settings on the scanner's control panel.*

   ***Settings*** *>* ***System Administration*** *>* ***Program Verification on Start Up***

2. Select **ON** to enable **Program Verification on Start Up**.
3. Click **OK**.

# Enabling or Disabling WSD Scan

***Note:***
*You can also make settings on the scanner's control panel. Select* ***Settings*** *>****System Administration*** *>* ***WSD Settings****.*

You can enable or disable WSD scan.

If you do not want your computer to configure the scanner as a WSD scanning device, disable the WSD settings.

1. Access Web Config, and then select the **Network Security** tab > **Protocol**.
2. In **WSD Settings**, change the **Enable WSD** check box.
3. Click **Next**.
   The setting confirmation screen is displayed.
4. Click **OK**.

# Monitoring a Remote Scanner

## Checking Information for a Remote Scanner

You can check the following information of the operating scanner from **Status** by using Web Config.

❏ Product Status
Check the status, product number, MAC address, etc.

❏ Network Status
Check the information of the network connection status, IP address, DNS server, etc.

❏ Usage Status
Check the first day of scanning, scanning count, and more.

❏ Hardware Status
Check the status of each function of the scanner.

❏ Panel Snapshot
Displays a snapshot of the screen displayed on the scanner's control panel.

# Receiving Email Notifications When Events Occur

## About Email Notifications

This is the notification function that, when events such as scanning stop and scanner error occur, send the email to the specified address.

You can register up to five destinations and set the notification settings for each destination.

To use this function, you need to set up the mail server before setting up notifications.

### Related Information

➡ "Registering an Email Server" on page 113

## Configuring Email Notification

Configure email notification by using Web Config.

1. Access Web Config and select the **Device Management** tab > **Email Notification**.
2. Set the subject of email notification.

   Select the contents displayed on the subject from the two pull-down menus.

   ❏ The selected contents are displayed next to **Subject**.

   ❏ The same contents cannot be set on left and right.

   ❏ When the number of characters in **Location** exceeds 32 bytes, characters exceeding 32 bytes are omitted.
3. Enter the email address for sending the notification email.

   Use A-Z a-z 0-9 ! # $ % & ' * + - . /= ? ^ _ { | } ~ @, and enter between 1 and 255 characters.
4. Select the language for the email notifications.
5. Select the check box on the event for which you want to receive a notification.

   The number of **Notification Settings** is linked to the destination number of **Email Address Settings**.

   Example :

   If you want to send a notification to the email address set for number 1 in **Email Address Settings** when the admin password is changed, select the check box for column **1** on the line **Administrator password changed**.
6. Click **OK**.

   Confirm that an email notification will be sent by causing an event.

   Example : The administrator password has been changed.

### Related Information

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

### *Items for Email Notification*

| Items | Settings and Explanation |
|---|---|
| Administrator password changed | Notice when administrator password has been changed. |
| Scanner error | Notice when the scanner error has occurred. |
| Wi-Fi failure | Notice when the error of the wireless LAN interface has occurred. |

# Backing Up the Settings

You can export the setting value set from Web Config to the file. You can use it for backing up the setting values, replacing the scanner, etc.

The exported file cannot be edited because it is exported as a binary file.

## Export the settings

Export the setting from the scanner.

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Export**.
2. Select the settings that you want to export.

   Select the settings you want to export. If you select the parent category, subcategories are also selected. However, subcategories that cause errors by duplicating within the same network (such as IP addresses and so on) cannot be selected.
3. Enter a password to encrypt the exported file.

   You need the password to import the file. Leave this blank if you do not want to encrypt the file.
4. Click **Export**.

> ***Important:***
>
> *If you want to export the scanner's network settings such as the device name and IPv6 address, select **Enable to select the individual settings of device** and select more items. Only use the selected values for the replacement scanner.*

### Related Information

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

## Import the settings

Import the exported Web Config file to the scanner.

> ***Important:***
> *When importing values that include individual information such as a scanner name or IP address, make sure the same IP address does not exist on the same network.*

1. Access Web Config, and then select the **Device Management** tab > **Export and Import Setting Value** > **Import**.
2. Select the exported file, and then enter the encrypted password.
3. Click **Next**.
4. Select the settings that you want to import, and then click **Next**.
5. Click **OK**.

The settings are applied to the scanner.

### Related Information

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

# Advanced Security Settings

This section explains advanced security features.

## Security Settings and Prevention of Danger

When a scanner is connected to a network, you can access it from a remote location. In addition, many people can share the scanner, which is helpful in improving operational efficiency and convenience. However, risks such as illegal access, illegal use, and tampering with data are increased. If you use the scanner in an environment where you can access the Internet, the risks are even higher.

For scanners that do not have access protection from the outside, it will be possible to read the contacts that are stored in the scanner from the Internet.

In order to avoid this risk, Epson scanners have a variety of security technologies.

Set the scanner as necessary according to the environmental conditions that have been built with the customer's environment information.

| Name | Feature type | What to set | What to prevent |
|---|---|---|---|
| Control of protocol | Controls the protocols and services to be used for communication between scanners and computers, and it enables and disables features. | A protocol or service that is applied to features allowed or prohibited separately. | Reducing security risks that may occur through unintended use by preventing users from using unnecessary functions. |

| Name | Feature type | What to set | What to prevent |
|---|---|---|---|
| SSL/TLS communications | The communication content is encrypted with SSL/TLS communications when accessing the Epson server on the Internet from the scanner, such as communicating with the computer via web browser, using Epson Connect, and updating firmware. | Obtain a CA-signed certificate, and then import it to the scanner. | Clearing an identification of the scanner by the CA-signed certification prevents impersonation and unauthorized access. In addition, communication contents of SSL/TLS are protected, and it prevents the leakage of contents for scanning data and setup information. |
| IPsec/IP filtering | You can set to allow severing and cutting off of data that is from a certain client or is a particular type. Since IPsec protects the data by IP packet unit (encryption and authentication), you can safely communicate unsecured protocol. | Create a basic policy and individual policy to set the client or type of data that can access the scanner. | Protect unauthorized access, and tampering and interception of communication data to the scanner. |
| IEEE802.1X | Only allows authenticated users to connect to the network. Allows only a permitted user to use the scanner. | Authentication setting to the RADIUS server (authentication server). | Protect unauthorized access and use to the scanner. |

**Related Information**


- "Controlling Using Protocols" on page 218
- "Using a Digital Certificate" on page 221
- "SSL/TLS Communication with the Scanner" on page 226
- "Encrypted Communication Using IPsec/IP Filtering" on page 228
- "Connecting the Scanner to an IEEE802.1X Network" on page 238


## Security Feature Settings

When setting IPsec/IP filtering or IEEE802.1X, it is recommended that you access Web Config using SSL/TLS to communicate settings information in order to reduce security risks such as tampering or interception.

Make sure you configure the administrator password before setting IPsec/IP filtering or IEEE802.1X.

# Controlling Using Protocols

You can scan using a variety of pathways and protocols. Also, you can use network scanning from an unspecified number of network computers.

You can lower unintended security risks by restricting scanning from specific pathways or by controlling the available functions.

## Controlling protocols

Configure the protocol settings supported by the scanner.

1. Access Web Config and then select the **Network Security** tab > **Protocol**.
2. Configure each item.
3. Click **Next**.
4. Click **OK**.

   The settings are applied to the scanner.

### Related Information

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

## Protocols you can Enable or Disable

| Protocol | Description |
|---|---|
| Bonjour Settings | You can specify whether to use Bonjour. Bonjour is used to search for devices, scan, etc. |
| SLP Settings | You can enable or disable the SLP function. SLP is used for push scanning and network searching in EpsonNet Config. |
| WSD Settings | You can enable or disable the WSD function. When this is enabled, you can add WSD devices, and scan from the WSD port. |
| LLTD Settings | You can enable or disable the LLTD function. When this is enabled, it is displayed on the Windows network map. |
| LLMNR Settings | You can enable or disable the LLMNR function. When this is enabled, you can use name resolution without NetBIOS even if you cannot use DNS. |
| SNMPv1/v2c Settings | You can specify whether or not to enable SNMPv1/v2c. This is used to set up devices, monitoring, etc. |
| SNMPv3 Settings | You can specify whether or not to enable SNMPv3. This is used to set up encrypted devices, monitoring, etc. |

## Protocol Setting Items

Bonjour Settings

| Items | Setting value and Description |
|---|---|
| Use Bonjour | Select this to search for or use devices through Bonjour. |
| Bonjour Name | Displays the Bonjour name. |
| Bonjour Service Name | Displays the Bonjour service name. |
| Location | Displays the Bonjour location name. |

| Items | Setting value and Description |
|---|---|
| Wide-Area Bonjour | Set whether to use Wide-Area Bonjour. |

SLP Settings

| Items | Setting value and Description |
|---|---|
| Enable SLP | Select this to enable the SLP function.<br>This is used such as network searching in EpsonNet Config. |

WSD Settings

| Items | Setting value and Description |
|---|---|
| Enable WSD | Select this to enable adding devices using WSD and scan from the WSD port. |
| Scanning Timeout (sec) | Enter the communication timeout value for WSD scanning between 3 to 3,600 seconds. |
| Device Name | Displays the WSD device name. |
| Location | Displays the WSD location name. |

LLTD Settings

| Items | Setting value and Description |
|---|---|
| Enable LLTD | Select this to enable LLTD. The scanner is displayed in the Windows network map. |
| Device Name | Displays the LLTD device name. |

LLMNR Settings

| Items | Setting value and Description |
|---|---|
| Enable LLMNR | Select this to enable LLMNR. You can use name resolution without NetBIOS even if you cannot use DNS. |

SNMPv1/v2c Settings

| Items | Setting value and Description |
|---|---|
| Enable SNMPv1/v2c | Select to enable SNMPv1/v2c. |
| Access Authority | Set the access authority when SNMPv1/v2c is enabled.<br>Select **Read Only** or **Read/Write**. |
| Community Name (Read Only) | Enter 0 to 32 ASCII (0x20 to 0x7E) characters. |
| Community Name (Read/Write) | Enter 0 to 32 ASCII (0x20 to 0x7E) characters. |

SNMPv3 Settings

| Items | | Setting value and Description |
|---|---|---|
| Enable SNMPv3 | | SNMPv3 is enabled when the box is checked. |
| User Name | | Enter between 1 and 32 characters using 1 byte characters. |
| Authentication Settings | | |
| | Algorithm | Select an algorithm for an authentication for SNMPv3. |
| | Password | Enter the password for an authentication for SNMPv3.<br>Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank. |
| | Confirm Password | Enter the password you configured for confirmation. |
| Encryption Settings | | |
| | Algorithm | Select an algorithm for an encryption for SNMPv3. |
| | Password | Enter the password for an encryption for SNMPv3.<br>Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank. |
| | Confirm Password | Enter the password you configured for confirmation. |
| Context Name | | Enter within 32 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank. The number of characters that can be entered varies depending on the language. |

# Using a Digital Certificate

## About Digital Certification

❏ CA-signed Certificate

This is a certificate signed by the CA (Certificate Authority.) You can obtain it by applying to the Certificate Authority. This certificate certifies the existence of the scanner is and used for SSL/TLS communication so that you can ensure the safety of data communication.

When it is used for SSL/TLS communication, it is used as a server certificate.

When it is set to IPsec/IP Filtering or IEEE802.1x communication, it is used as a client certificate.

❏ CA Certificate

This is a certificate that is in chain of the CA-signed Certificate, also called the intermediate CA certificate. It is used by the web browser to validate the path of the scanner's certificate when accessing the server of the other party or Web Config.

For the CA Certificate, set when to validate the path of server certificate being accessed from the scanner. For the scanner, set to certify the path of the CA-signed Certificate for SSL/TLS connection.

You can obtain the CA certificate of the scanner from the Certification Authority where the CA certificate is issued.

Also, you can obtain the CA certificate used to validate the server of the other party from the Certification Authority that issued the CA-signed Certificate of the other server.

❏ Self-signed Certificate

This is a certificate that the scanner signs and issues itself. It is also called the root certificate. Because the issuer certifies itself, it is not reliable and cannot prevent impersonation.

Use it when configuring the security setting and performing simple SSL/TLS communication without the CA-signed Certificate.

If you use this certificate for an SSL/TLS communication, a security alert may be displayed on a web browser because the certificate is not registered on a web browser. You can use the Self-signed Certificate only for an SSL/TLS communication.

### Related Information

➡ "Configuring a CA-signed Certificate" on page 222
➡ "Updating a Self-signed Certificate" on page 225
➡ "Configuring a CA Certificate" on page 226

## Configuring a CA-signed Certificate

### *Obtaining a CA-signed Certificate*

To obtain a CA-signed certificate, create a CSR (Certificate Signing Request) and apply it to certificate authority. You can create a CSR using Web Config and a computer.

Follow the steps to create a CSR and obtain a CA-signed certificate using Web Config. When creating a CSR using Web Config, a certificate is the PEM/DER format.

1. Access Web Config, and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate** or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.

   Whatever you choose, you can obtain the same certificate and use it in common.

2. Click **Generate** of **CSR**.

   A CSR creating page is opened.

3. Enter a value for each item.

   ***Note:***
   *Available key length and abbreviations vary by a certificate authority. Create a request according to rules of each certificate authority.*

4. Click **OK**.

   A completion message is displayed.

5. Select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate**, or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.

6. Click one of the download buttons of **CSR** according to a specified format by each certificate authority to download a CSR to a computer.

   ***Important:***
   *Do not generate a CSR again. If you do so, you may not be able to import an issued CA-signed Certificate.*

7. Send the CSR to a certificate authority and obtain a CA-signed Certificate.

   Follow the rules of each certificate authority on sending method and form.

8. Save the issued CA-signed Certificate to a computer connected to the scanner.

   Obtaining a CA-signed Certificate is complete when you save a certificate to a destination.

### Related Information

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

### CSR Setting Items

| Items | Settings and Explanation |
|---|---|
| Key Length | Select a key length for a CSR. |
| Common Name | You can enter between 1 and 128 characters. If this is an IP address, it should be a static IP address. You can enter 1 to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs by separating them with commas.<br>The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject.<br>Example:<br>Scanner's IP address : 192.0.2.123, Scanner name : EPSONA1B2C3<br>Common Name : EPSONA1B2C3, EPSONA1B2C3.local, 192.0.2.123 |
| Organization/ Organizational Unit/ Locality/ State/Province | You can enter between 0 and 64 characters in ASCII (0x20-0x7E). You can divide distinguished names with commas. |
| Country | Enter a country code in two-digit number specified by ISO-3166. |
| Sender's Email Address | You can enter the sender's email address for the mail server setting. Enter the same email address as the **Sender's Email Address** for the **Network** tab > **Email Server** > **Basic**. |

## *Importing a CA-signed Certificate*

Import the obtained CA-signed Certificate to the scanner.

***Important:***

- ❏ *Make sure that the scanner's date and time is set correctly or the certificate may be invalid.*
- ❏ *If you obtain a certificate using a CSR created from Web Config, you can import a certificate one time.*

1. Access Web Config and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate**, or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.

2. Click **Import**

   A certificate importing page is opened.

3. Enter a value for each item. Set **CA Certificate 1** and **CA Certificate 2** when verifying the path of the certificate on the web browser that accesses the scanner.

   Depending on where you create a CSR and the file format of the certificate, required settings may vary. Enter values to required items according to the following.

   - ❏ A certificate of the PEM/DER format obtained from Web Config
     - ❏ **Private Key**: Do not configure because the scanner contains a private key.
     - ❏ **Password**: Do not configure.
     - ❏ **CA Certificate 1/CA Certificate 2**: Optional
   - ❏ A certificate of the PEM/DER format obtained from a computer
     - ❏ **Private Key**: You need to set.
     - ❏ **Password**: Do not configure.
     - ❏ **CA Certificate 1/CA Certificate 2**: Optional
   - ❏ A certificate of the PKCS#12 format obtained from a computer
     - ❏ **Private Key**: Do not configure.
     - ❏ **Password**: Optional
     - ❏ **CA Certificate 1/CA Certificate 2**: Do not configure.

4. Click **OK**.

   A completion message is displayed.

***Note:***
*Click **Confirm** to verify the certificate information.*

### Related Information

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

### CA-signed Certificate Importing Setting Items

| Items | Settings and Explanation |
|---|---|
| Server Certificate or Client Certificate | Select a certificate's format.<br>For SSL/TLS connection, the Server Certificate is displayed.<br>For IPsec/IP Filtering or IEEE802.1x, the Client Certificate is displayed. |
| Private Key | If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that matches a certificate. |
| Password | If the file format is **Certificate with Private Key (PKCS#12)**, enter the password for encrypting the private key that is set when you obtain the certificate. |
| CA Certificate 1 | If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues a CA-signed Certificate used as server certificate. Specify a file if you need. |
| CA Certificate 2 | If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues CA Certificate 1. Specify a file if you need. |

### *Deleting a CA-signed Certificate*

You can delete an imported certificate when the certificate has expired or when an encrypted connection is no longer necessary.

> ***Important:***
> *If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. In this case, create a CSR and obtain a certificate again.*

1. Access Web Config, and then select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate** or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.
2. Click **Delete**.
3. Confirm that you want to delete the certificate in the message displayed.

#### Related Information

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

## Updating a Self-signed Certificate

Because the Self-signed Certificate is issued by the scanner, you can update it when it has expired or when the content described changes.

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Certificate**.
2. Click **Update**.
3. Enter **Common Name**.

   You can enter up to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs between 1 to 128 characters and separating them with commas. The first parameter is stored to the common name, and the others are stored to the alias field for the subject of the certificate.

   Example:

   Scanner's IP address : 192.0.2.123, Scanner name : EPSONA1B2C3

   Common name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123
4. Specify a validity period for the certificate.
5. Click **Next**.

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

   The scanner is updated.

***Note:***
*You can check the certificate information from **Network Security** tab > **SSL/TLS** > **Certificate** > **Self-signed Certificate** and click **Confirm**.*

#### Related Information

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

## Configuring a CA Certificate

When you set the CA Certificate, you can validate the path to the CA certificate of the server that the scanner accesses. This can prevent impersonation.

You can obtain the CA Certificate from the Certification Authority where the CA-signed Certificate is issued.

### *Importing a CA Certificate*

Import the CA Certificate to the scanner.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Import**.
3. Specify the CA Certificate you want to import.
4. Click **OK**.

When importing is complete, you are returned to the **CA Certificate** screen, and the imported CA Certificate is displayed.

#### Related Information

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

### *Deleting a CA Certificate*

You can delete the imported CA Certificate.

1. Access Web Config and then select the **Network Security** tab > **CA Certificate**.
2. Click **Delete** next to the CA Certificate that you want to delete.
3. Confirm that you want to delete the certificate in the message displayed.
4. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

#### Related Information

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

# SSL/TLS Communication with the Scanner

When the server certificate is set using SSL/TLS (Secure Sockets Layer/Transport Layer Security) communication to the scanner, you can encrypt the communication path between computers. Do this if you want to prevent remote and unauthorized access.

## Configuring Basic SSL/TLS Settings

If the scanner supports the HTTPS server feature, you can use an SSL/TLS communication to encrypt communications. You can configure and manage the scanner using Web Config while ensuring security.

Configure encryption strength and redirect feature.

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Basic**.
2. Select a value for each item.
   - ❏ Encryption Strength
     Select the level of encryption strength.
   - ❏ Redirect HTTP to HTTPS
     Redirect to HTTPS when HTTP is accessed.
3. Click **Next**.
   A confirmation message is displayed.
4. Click **OK**.
   The scanner is updated.

### Related Information

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

## Configuring a Server Certificate for the Scanner

1. Access Web Config and select the **Network Security** tab > **SSL/TLS** > **Certificate**.
2. Specify a certificate to use on **Server Certificate**.
   - ❏ Self-signed Certificate
     A self-signed certificate has been generated by the scanner. If you do not obtain a CA-signed certificate, select this.
   - ❏ CA-signed Certificate
     If you obtain and import a CA-signed certificate in advance, you can specify this.
3. Click **Next**.
   A confirmation message is displayed.
4. Click **OK**.
   The scanner is updated.

### Related Information

➡ "How to Run Web Config in a Web Browser" on page 30
➡ "Configuring a CA-signed Certificate" on page 222
➡ "Configuring a CA Certificate" on page 226

# Encrypted Communication Using IPsec/IP Filtering

## About IPsec/IP Filtering

You can filter traffic based on IP addresses, services, and port by using IPsec/IP Filtering function. By combining the filtering, you can configure the scanner to accept or block specified clients and specified data. Additionally, you can improve security level by using an IPsec.

***Note:***
*Computers that run Windows Vista or later or Windows Server 2008 or later support IPsec.*

## Configuring Default Policy

To filter traffic, configure the default policy. The default policy applies to every user or group connecting to the scanner. For more fine-grained control over users and groups of users, configure group policies.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Enter a value for each item.
3. Click **Next**.

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

   The scanner is updated.

### Related Information

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

### *Default Policy Settings*

**Default Policy**

| Items | Settings and Explanation |
|---|---|
| IPsec/IP Filtering | You can enable or disable an IPsec/IP Filtering feature. |

❏ **Access Control**

Configure a control method for traffic of IP packets.

| Items | Settings and Explanation |
|---|---|
| Permit Access | Select this to permit configured IP packets to pass through. |
| Refuse Access | Select this to refuse configured IP packets to pass through. |
| IPsec | Select this to permit configured IPsec packets to pass through. |

❏ **IKE Version**

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the scanner is connected to.

❏ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

| Items | Settings and Explanation |
|---|---|
| Authentication Method | To select **Certificate**, you need to obtain and import a CA-signed certificate in advance. |
| Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters. |
| Confirm Pre-Shared Key | Enter the key you configured for confirmation. |

❏ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

| Items | | Settings and Explanation |
|---|---|---|
| Local | Authentication Method | To select **Certificate**, you need to obtain and import a CA-signed certificate in advance. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the scanner. |
| | ID | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters. |
| | Confirm Pre-Shared Key | Enter the key you configured for confirmation. |

| Items | | Settings and Explanation |
|---|---|---|
| Remote | Authentication Method | To select **Certificate**, you need to obtain and import a CA-signed certificate in advance. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate. |
| | ID | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters. |
| | Confirm Pre-Shared Key | Enter the key you configured for confirmation. |

### ❏ Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

| Items | Settings and Explanation |
|---|---|
| Transport Mode | If you only use the scanner on the same LAN, select this. IP packets of layer 4 or later are encrypted. |
| Tunnel Mode | If you use the scanner on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted.<br>**Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters. |

### ❏ Security Protocol

If you select **IPsec** for **Access Control**, select an option.

| Items | Settings and Explanation |
|---|---|
| ESP | Select this to ensure the integrity of an authentication and data, and encrypt data. |
| AH | Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec. |

❏ **Algorithm Settings**

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

| Items | | Settings and Explanation |
|---|---|---|
| IKE | Encryption | Select the encryption algorithm for IKE.<br>The items vary depending on the version of IKE. |
| | Authentication | Select the authentication algorithm for IKE. |
| | Key Exchange | Select the key exchange algorithm for IKE.<br>The items vary depending on the version of IKE. |
| ESP | Encryption | Select the encryption algorithm for ESP.<br>This is available when **ESP** is selected for **Security Protocol**. |
| | Authentication | Select the authentication algorithm for ESP.<br>This is available when **ESP** is selected for **Security Protocol**. |
| AH | Authentication | Select the encryption algorithm for AH.<br>This is available when **AH** is selected for **Security Protocol**. |

## Configuring Group Policy

A group policy is one or more rules applied to a user or user group. The scanner controls IP packets that match with configured policies. IP packets are authenticated in the order of a group policy 1 to 10 then a default policy.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Click a numbered tab you want to configure.
3. Enter a value for each item.
4. Click **Next**.

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

   The scanner is updated.

### *Group Policy Settings*

| Items | Settings and Explanation |
|---|---|
| Enable this Group Policy | You can enable or disable a group policy. |

**Access Control**

Configure a control method for traffic of IP packets.

| Items | Settings and Explanation |
|---|---|
| Permit Access | Select this to permit configured IP packets to pass through. |
| Refuse Access | Select this to refuse configured IP packets to pass through. |
| IPsec | Select this to permit configured IPsec packets to pass through. |

**Local Address (Scanner)**

Select an IPv4 address or IPv6 address that matches your network environment. If an IP address is assigned automatically, you can select **Use auto-obtained IPv4 address**.

***Note:***
*If an IPv6 address is assigned automatically, the connection may be unavailable. Configure a static IPv6 address.*

**Remote Address(Host)**

Enter a device's IP address to control access. The IP address must be 43 characters or less. If you do not enter an IP address, all addresses are controlled.

***Note:***
*If an IP address is assigned automatically (e.g., assigned by DHCP), the connection may be unavailable. Configure a static IP address.*

**Method of Choosing Port**

Select a method to specify ports.

❏ Service Name

If you select **Service Name** for **Method of Choosing Port**, select an option.

❏ Transport Protocol

If you select **Port Number** for **Method of Choosing Port**, you need to configure an encapsulation mode.

| Items | Settings and Explanation |
|---|---|
| Any Protocol | Select this to control all protocol types. |
| TCP | Select this to control data for unicast. |
| UDP | Select this to control data for broadcast and multicast. |
| ICMPv4 | Select this to control ping command. |

❏ Local Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control receiving packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 20,80,119,5220

If you do not enter a port number, all ports are controlled.

❏ Remote Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control sending packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 25,80,143,5220

If you do not enter a port number, all ports are controlled.

**IKE Version**

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the scanner is connected to.

❏ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

| Items | Settings and Explanation |
|---|---|
| Authentication Method | If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy. |
| Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters. |
| Confirm Pre-Shared Key | Enter the key you configured for confirmation. |

❏ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

| Items | | Settings and Explanation |
|---|---|---|
| Local | Authentication Method | If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the scanner. |
| | ID | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters. |
| | Confirm Pre-Shared Key | Enter the key you configured for confirmation. |
| Remote | Authentication Method | If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy. |
| | ID Type | If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate. |
| | ID | Enter the scanner's ID that matches the type of ID.<br>You cannot use "@", "#", and "=" for the first character.<br>**Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=".<br>**IP Address** : Enter IPv4 or IPv6 format.<br>**FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.).<br>**Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@".<br>**Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. |
| | Pre-Shared Key | If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters. |
| | Confirm Pre-Shared Key | Enter the key you configured for confirmation. |

**Encapsulation**

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

| Items | Settings and Explanation |
|---|---|
| Transport Mode | If you only use the scanner on the same LAN, select this. IP packets of layer 4 or later are encrypted. |
| Tunnel Mode | If you use the scanner on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted.<br>**Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters. |

**Security Protocol**

If you select **IPsec** for **Access Control**, select an option.

| Items | Settings and Explanation |
|---|---|
| ESP | Select this to ensure the integrity of an authentication and data, and encrypt data. |
| AH | Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec. |

**Algorithm Settings**

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

| Items | | Settings and Explanation |
|---|---|---|
| IKE | Encryption | Select the encryption algorithm for IKE.<br>The items vary depending on the version of IKE. |
| | Authentication | Select the authentication algorithm for IKE. |
| | Key Exchange | Select the key exchange algorithm for IKE.<br>The items vary depending on the version of IKE. |
| ESP | Encryption | Select the encryption algorithm for ESP.<br>This is available when **ESP** is selected for **Security Protocol**. |
| | Authentication | Select the authentication algorithm for ESP.<br>This is available when **ESP** is selected for **Security Protocol**. |
| AH | Authentication | Select the encryption algorithm for AH.<br>This is available when **AH** is selected for **Security Protocol**. |

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

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

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

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

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

*3 Except IPv6 link local addresses.

### Related Information

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

## *References of Service Name on Group Policy*

***Note:***
*Unavailable services are displayed but cannot be selected.*

| Service Name | Protocol type | Local port number | Remote port number | Features controlled |
|---|---|---|---|---|
| Any | – | – | – | All services |
| ENPC | UDP | 3289 | Any port | Searching for a scanner from applications such as Epson Device Admin and the Epson scanner driver |
| SNMP | UDP | 161 | Any port | Acquiring and configuring MIB from applications such as Epson Device Admin and the Epson scanner driver |
| WSD | TCP | Any port | 5357 | Controlling WSD |
| WS-Discovery | UDP | 3702 | Any port | Searching for WSD scanners |
| Network Scan | TCP | 1865 | Any port | Forwarding scanned data from Epson ScanSmart |
| Network Push Scan | TCP | Any port | 2968 | Acquiring job information for push scanning from Epson ScanSmart |
| Network Push Scan Discovery | UDP | 2968 | Any port | Searching for a computer from scanner |
| FTP Data (Remote) | TCP | Any port | 20 | FTP client (forwarding scanned data)<br>However this can control only an FTP server that uses remote port number 20. |
| FTP Control (Remote) | TCP | Any port | 21 | FTP client (controlling forwarded scanned data) |
| CIFS (Remote) | TCP | Any port | 445 | CIFS client (forwarding scanned data to a folder) |

| Service Name | Protocol type | Local port number | Remote port number | Features controlled |
|---|---|---|---|---|
| NetBIOS Name Service (Remote) | UDP | Any port | 137 | CIFS client (forwarding scanned data to a folder) |
| NetBIOS Datagram Service (Remote) | UDP | Any port | 138 | |
| NetBIOS Session Service (Remote) | TCP | Any port | 139 | |
| HTTP (Local) | TCP | 80 | Any port | HTTP(S) server (forwarding data of Web Config and WSD) |
| HTTPS (Local) | TCP | 443 | Any port | |
| HTTP (Remote) | TCP | Any port | 80 | HTTP(S) client (updating the firmware and the root certificate) |
| HTTPS (Remote) | TCP | Any port | 443 | |

## Configuration Examples of IPsec/IP Filtering

### Receiving IPsec packets only

This example is to configure a default policy only.

**Default Policy**:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**: **IPsec**

❏ **Authentication Method**: **Pre-Shared Key**

❏ **Pre-Shared Key**: Enter up to 127 characters.

**Group Policy**: Do not configure.

### Receiving scanning data and scanner settings

This example allows communications of scanning data and scanner configuration from specified services.

**Default Policy**:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**: **Refuse Access**

**Group Policy**:

❏ **Enable this Group Policy**: Check the box.

❏ **Access Control**: **Permit Access**

❏ **Remote Address(Host)**: IP address of a client

❏ **Method of Choosing Port**: **Service Name**

❏ **Service Name**: Check the box of **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)** and **Network Scan**.

### Receiving access from a specified IP address only

This example allows a specified IP address to access the scanner.

**Default Policy**:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**: **Refuse Access**

**Group Policy**:

❏ **Enable this Group Policy**: Check the box.

❏ **Access Control**: **Permit Access**

❏ **Remote Address(Host)**: IP address of an administrator's client

***Note:***
*Regardless of policy configuration, the client will be able to access and configure the scanner.*

## Configuring a Certificate for IPsec/IP Filtering

Configure the Client Certificate for IPsec/IP Filtering. When you set it, you can use the certificate as an authentication method for IPsec/IP Filtering. If you want to configure the certification authority, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IPsec/IP Filtering** > **Client Certificate**.
2. Import the certificate in **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IPsec/IP Filtering. To copy, select the certificate from **Copy From**, and then click **Copy**.

### Related Information

➡ "How to Run Web Config in a Web Browser" on page 30
➡ "Configuring a CA-signed Certificate" on page 222
➡ "Configuring a CA Certificate" on page 226

# Connecting the Scanner to an IEEE802.1X Network

## Configuring an IEEE802.1X Network

When you set IEEE802.1X to the scanner, you can use it on the network connected to a RADIUS server, a LAN switch with authentication function, or an access point.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Basic**.
2. Enter a value for each item.

   If you want to use the scanner on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.
3. Click **Next**.

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

   The scanner is updated.

### Related Information

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

## *IEEE802.1X Network Setting Items*

| Items | Settings and Explanation | |
|---|---|---|
| IEEE802.1X (Wi-Fi) | The connection status of IEEE802.1X (Wi-Fi) is displayed. | |
| Connection Method | The connection method of a current network is displayed. | |
| EAP Type | Select an option for an authentication method between the scanner and a RADIUS server. | |
| | EAP-TLS | You need to obtain and import a CA-signed certificate. |
| | PEAP-TLS | |
| | PEAP/MSCHAPv2 | You need to configure a password. |
| | EAP-TTLS | |
| User ID | Configure an ID to use for an authentication of a RADIUS server.<br>Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters. | |
| Password | Configure a password to authenticate the scanner.<br>Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters. If you are using a Windows server as a RADIUS server, you can enter up to 127 characters. | |
| Confirm Password | Enter the password you configured for confirmation. | |
| Server ID | You can configure a server ID to authenticate with a specified RADIUS server. Authenticator verifies whether a server ID is contained in the subject/subjectAltName field of a server certificate that is sent from a RADIUS server or not.<br>Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters. | |
| Certificate Validation | You can set certificate validation regardless of the authentication method. Import the certificate in **CA Certificate**. | |
| Anonymous Name | If you select **PEAP-TLS** or **PEAP/MSCHAPv2** for **EAP Type**, you can configure an anonymous name instead of a user ID for a phase 1 of a PEAP authentication.<br>Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters. | |
| Encryption Strength | You can select one of the followings. | |
| | High | AES256/3DES |
| | Middle | AES256/3DES/AES128/RC4 |

### Related Information

➡ "Configuring a CA Certificate" on page 226

## Configuring a Certificate for IEEE802.1X

Configure the Client Certificate for IEEE802.1X. When you set it, you can use **EAP-TLS** and **PEAP-TLS** as an authentication method of IEEE802.1x. If you want to configure the certification authority certificate, go to **CA Certificate**.

1. Access Web Config and then select the **Network Security** tab > **IEEE802.1X** > **Client Certificate**.
2. Enter a certificate in the **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

### Related Information

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

# Solving Problems for Advanced Security

## Hints to Solving Problems

❏ Checking the error message

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

❏ Checking the communication status

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

❏ Connection test

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

❏ Initializing the settings

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

### Related Information

➡ "Registering an Email Server" on page 113
➡ "Checking Error Messages on the Control Panel" on page 164
➡ "Receiving Email Notifications When Events Occur" on page 215
➡ "Restore Default Settings" on page 144

## Cannot Access Web Config

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

#### Solutions

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

➡ "Assigning the IP Address" on page 203

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

#### Solutions

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

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

### CA-signed Certificate is expired.

#### Solutions

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

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

#### Solutions

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

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

For Self-signed Certificate, update the certificate.

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

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

#### Solutions

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

- ❏ Windows:

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

❏ Mac OS:

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

Example:

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

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

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

#### Solutions

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

Example for Windows 10:

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

## Restoring the Security Settings

When you establish a highly secure environment such as IPsec/IP Filtering or IEEE802.1X, you may not be able to communicate with devices because of incorrect settings or trouble with the device or server. In this case, restore the security settings in order to make settings for the device again or to allow you temporary use.

### *Disabling the Security Function Using Web Config*

You can disable IPsec/IP Filtering using Web Config.

1. Access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic**.
2. Disable the **IPsec/IP Filtering**.

## Problems Using Network Security Features

### *Forgot a Pre–shared Key*

#### Re-configure a pre-shared key.

To change the key, access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Default Policy** or **Group Policy**.

When you change the pre-shared key, configure the pre-shared key for computers.

#### Related Information

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

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 228

### *Cannot Communicate with IPsec Communication*

#### Specify the algorithm that the scanner or the computer does not support.

The scanner supports the following algorithms. Check the settings of the computer.

| Security Methods | Algorithms |
|---|---|
| IKE encryption algorithm | AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128*, AES-GCM-192*, AES-GCM-256*, 3DES |
| IKE authentication algorithm | SHA-1, SHA-256, SHA-384, SHA-512, MD5 |
| IKE key exchange algorithm | DH Group1, DH Group2, DH Group5, DH Group14, DH Group15, DH Group16, DH Group17, DH Group18, DH Group19, DH Group20, DH Group21, DH Group22, DH Group23, DH Group24, DH Group25, DH Group26, DH Group27*, DH Group28*, DH Group29*, DH Group30* |
| ESP encryption algorithm | AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128, AES-GCM-192, AES-GCM-256, 3DES |
| ESP authentication algorithm | SHA-1, SHA-256, SHA-384, SHA-512, MD5 |
| AH authentication algorithm | SHA-1, SHA-256, SHA-384, SHA-512, MD5 |

*available for IKEv2 only

#### Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 228

### *Cannot Communicate Suddenly*

#### There is an error in the certificate.

The scanner's date and time settings may be incorrect if power has not been supplied to the scanner for a long time.

When the scanner is connected using a client certificate for IPsec/IP filtering or IEEE802.1X, if a time lag occurs between the scanner's date and time and the validity period for the certificate, the scanner recognizes that the certificate is unavailable and indicates an error.

You can solve this problem by correcting the scanner's date and time settings. Connect the scanner and the computer using a USB cable, turn the scanner on, and then perform scanning over USB using Epson Scan 2. The scanner is synchronized with the computer and the date and time settings are corrected. The scanner indicates normal status.

If you cannot solve the problem, restore all network settings using the scanner's control panel. Connect the scanner and computer, configure the network settings again, and then configure the settings for client certification, IPsec/IP filtering, or IEEE802.1X.

#### The IP address of the scanner has been changed or cannot be used.

When the IP address registered to the local address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed.

Disable IPsec using the scanner's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the scanner's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Local Address (Scanner)**) may not be found.

Use a static IP address.

#### The IP address of the computer has been changed or cannot be used.

When the IP address registered to the remote address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed.

Disable IPsec using the scanner's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the scanner's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Remote Address(Host)**) may not be found.

Use a static IP address.

#### Related Information

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

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 228

### *Cannot Connect After Configuring IPsec/IP Filtering*

#### The set value may be incorrect.

Access the scanner according to its MAC address using EpsonNet Config or Epson Device Admin from another computer, such as the administrator's. You can find the MAC address on the label pasted on the scanner.

If you can access, configure the IPsec/IP filtering settings using EpsonNet Config or Epson Device Admin.

If you cannot access, restore all network settings using the scanner's control panel. Connect the scanner and computer, configure the network settings again, and then configure the IPsec/IP filtering settings.

#### Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 228

### *Cannot Access the Device after Configuring IEEE802.1X*

#### The settings of IEEE802.1X are incorrect.

Disable IEEE802.1X and Wi-Fi from the scanner's control panel. Connect the scanner and a computer, and then configure IEEE802.1X again.

#### Related Information

➡ "Configuring an IEEE802.1X Network" on page 238

# Problems on Using a Digital Certificate

## *Cannot Import a CA-signed Certificate*

### CA-signed Certificate and the information on the CSR do not match.

If the CA-signed Certificate and CSR do not have the same information, the CSR cannot be imported. Check the following:

❏ Are you trying to import the certificate to a device that does not have the same information?
Check the information of the CSR and then import the certificate to a device that has the same information.

❏ Did you overwrite the CSR saved into the scanner after sending the CSR to a certificate authority?
Obtain the CA-signed certificate again with the CSR.

### CA-signed Certificate is more than 5KB.

You cannot import a CA-signed Certificate that is more than 5KB.

### The password for importing the certificate is incorrect.

Enter the correct password. If you forget the password, you cannot import the certificate. Re-obtain the CA-signed Certificate.

### Related Information

➡ "Importing a CA-signed Certificate" on page 223

## *Cannot Update a Self-Signed Certificate*

### The Common Name has not been entered.

**Common Name** must be entered.

### Unsupported characters have been entered to Common Name.

Enter between 1 and 128 characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

### A comma or space is included in the common name.

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

### Related Information

➡ "Updating a Self-signed Certificate" on page 225

## *Cannot Create a CSR*

### The Common Name has not been entered.

The **Common Name** must be entered.

**Unsupported characters have been entered to Common Name, Organization, Organizational Unit, Locality, and State/Province.**

Enter characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

**A comma or space is included in the Common Name.**

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

**Related Information**

➡ "Obtaining a CA-signed Certificate" on page 222

### *Warning Relating to a Digital Certificate Appears*

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

| Messages | Cause/What to do |
|---|---|
| Invalid file. | **Cause:**<br>You are not importing a certificate file in X509 format.<br>**What to do:**<br>Make sure that you are selecting the correct certificate sent by a trusted certificate authority. |
| | **Cause:**<br>The file you have imported is too large. The maximum file size is 5KB.<br>**What to do:**<br>If you select the correct file, the certificate might be corrupted or fabricated. |
| | **Cause:**<br>The chain contained in the certificate is invalid.<br>**What to do:**<br>For more information on the certificate, see the website of the certificate authority. |
| Cannot use the Server Certificates that include more than three CA certificates. | **Cause:**<br>The certificate file in PKCS#12 format contains more than 3 CA certificates.<br>**What to do:**<br>Import each certificate as converting from PKCS#12 format to PEM format, or import the certificate file in PKCS#12 format that contains up to 2 CA certificates. |
| The certificate has expired. Check if the certificate is valid, or check the date and time on the product. | **Cause:**<br>The certificate is out of date.<br>**What to do:**<br>❏ If the certificate is out of date, obtain and import the new certificate.<br>❏ If the certificate is not out of date, make sure the scanner's date and time are set correctly. |
| Private key is required. | **Cause:**<br>There is no paired private key with the certificate.<br>**What to do:**<br>❏ If the certificate is the PEM/DER format and it is obtained from a CSR using a computer, specify the private key file.<br>❏ If the certificate is the PKCS#12 format and it is obtained from a CSR using a computer, create a file that contains the private key. |
| | **Cause:**<br>You have re-imported the PEM/DER certificate obtained from a CSR using Web Config.<br>**What to do:**<br>If the certificate is the PEM/DER format and it is obtained from a CSR using Web Config, you can only import it once. |

| Messages | Cause/What to do |
|---|---|
| Setup failed. | **Cause:**<br>Cannot finish the configuration because the communication between the scanner and computer failed or the file cannot be read by some errors.<br>**What to do:**<br>After checking the specified file and communication, import the file again. |

**Related Information**

➡ "About Digital Certification" on page 221

### *Delete a CA-signed Certificate by Mistake*

**There is no backup file for the CA-signed certificate.**

If you have the backup file, import the certificate again.

If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. Create a CSR and obtain a new certificate.

**Related Information**

➡ "Importing a CA-signed Certificate" on page 223
➡ "Deleting a CA-signed Certificate" on page 225

# Technical Specifications

General Scanner Specifications. . . . . .250

Network Specifications. . . . . 251

Memory Device Specifications. . . . . .252

Network Ports for the Scanner. . . . . .253

Dimensions and Weight Specifications. . . . . .254

Electrical Specifications. . . . . .255

Environmental Specifications. . . . . .256

System Requirements. . . . . 256

# General Scanner Specifications

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

| | |
|---|---|
| Scanner type | Sheet Feed, one pass duplex color scanner |
| Photoelectric device | CIS |
| Effective pixels | 5,100×9,300 at 600 dpi<br>2,550×64,500 at 300 dpi |
| Light source | RGB LED |
| Scanning resolution | 600 dpi (main scan)<br>600 dpi (sub scan) |
| Output resolution | 50 to 1200 dpi (in 1 dpi increments) *1 |
| Document Size | Max: 215.9×6,096 mm (8.5×240 inches) *2<br>Min: 50.8×50.8 mm (2×2 inches) |
| Paper input | Face-down loading |
| Paper output | Face-down ejection |
| Paper capacity | 100 sheets of paper at 80 g/m$^2$ |
| Color Depth | Color<br>❏ 30 bits per pixel internal (10 bits per pixel per color internal)<br>❏ 24 bits per pixel external (8 bits per pixel per color external)<br>Grayscale<br>❏ 10 bits per pixel internal<br>❏ 8 bits per pixel external<br>Black and white<br>❏ 10 bits per pixel internal<br>❏ 1 bit per pixel external |
| Interface | SuperSpeed USB<br>Hi-Speed USB (Host)<br>IEEE802.11b/g/n or IEEE802.11a/b/g/n/ac *3 |

*1 This value is when scanning with a computer. Available resolutions may vary depending on the scanning method.

*2 Maximum length may vary depending on the scanning method and the resolution. See the following for more details.

"Maximum Length for Long Paper" on page 45

*3 Available Wi-Fi interfaces vary depending on your region.

# Network Specifications

## Wi-Fi Specifications

See the following table for Wi-Fi specifications.

| | |
|---|---|
| Countries or regions except for those listed below | Table A |
| U.S.<br>Canada | Table B |

Table A

| | |
|---|---|
| Standards | IEEE802.11b/g/n*1 |
| Frequency Range | 2.4 GHz |
| Maximum radio-frequency power transmitted | 2400-2483.5 MHz: 20 dBm (EIRP) |
| Channels | 1/2/3/4/5/6/7/8/9/10/11/12/13 |
| Connection Modes | Infrastructure, Wi-Fi Direct (Simple AP)*2*3 |
| Security Protocols*4 | WEP (64/128bit), WPA2-PSK (AES)*5, WPA3-SAE (AES), WPA2/WPA3-Enterprise |

*1 Only available for the HT20

*2 Not supported for IEEE 802.11b

*3 Infrastructure and Wi-Fi Direct modes can be used simultaneously.

*4 Wi-Fi Direct supports WPA2-PSK (AES) only.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Table B

| | | | |
|---|---|---|---|
| Standards | IEEE802.11a/b/g/n*1/ac | | |
| Frequency Ranges | IEEE802.11b/g/n: 2.4 GHz, IEEE802.11a/n/ac: 5 GHz | | |
| Channels | Wi-Fi | 2.4 GHz | 1/2/3/4/5/6/7/8/9/10/11/12*2/13*2 |
| | | 5 GHz*3 | W52 (36/40/44/48),<br>W53 (52/56/60/64),<br>W56 (100/104/108/112/116/120/124/128/132/136/140/144),<br>W58 (149/153/157/161/165) |
| | Wi-Fi Direct | 2.4 GHz | 1/2/3/4/5/6/7/8/9/10/11/12*2/13*2 |
| | | 5 GHz*3 | W52 (36/40/44/48)<br>W58 (149/153/157/161/165) |

| | |
|---|---|
| Connection Modes | Infrastructure, Wi-Fi Direct (Simple AP) *4*5 |
| Security Protocols*6 | WEP (64/128bit), WPA2-PSK (AES)*7, WPA3-SAE (AES), WPA2/WPA3-Enterprise |

*1 Only available for the HT20

*2 Not available in U.S. and Canada

*3 The availability of these channels and use of the product outdoors over these channels varies by location. For more information, see http://support.epson.net/wifi5ghz/

*4 Not supported for IEEE 802.11b

*5 Infrastructure and Wi-Fi Direct modes can be used simultaneously.

*6 Wi-Fi Direct only supports WPA2-PSK (AES) .

*7 Complies with WPA2 standards with support for WPA/WPA2 Personal.

## Network Functions and IPv4/IPv6

| Functions | Supported |
|---|---|
| Epson ScanSmart | IPv4 |
| Epson Connect (Scan to Cloud) | IPv4 |

## Security Protocol

| | |
|---|---|
| IEEE802.1X* | |
| IPsec/IP Filtering | |
| SSL/TLS | HTTPS Server/Client |
| SMTPS (STARTTLS, SSL/TLS) | |
| SNMPv3 | |

* You need to use a connection device that complies with IEEE802.1X.

# Memory Device Specifications

| Devices | Maximum Capacity |
|---|---|
| USB Memory Device | 2 TB (formatted in FAT, FAT32, or exFAT.) |

You cannot use the following devices:

❏ A device that requires a dedicated driver

❏ A device with security settings (password, encryption)

Epson cannot guarantee all operations of externally connected devices.

# Network Ports for the Scanner

The scanner uses the following ports. These ports should be allowed to become available by the network administrator as necessary.

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

| Use | Destination (Server) | Protocol | Port Number |
|---|---|---|---|
| File sending (When scan to network folder is used from the scanner) | FTP/FTPS server | FTP/FTPS (TCP) | 20 |
| | | | 21 |
| | File server | SMB (TCP) | 445 |
| | | NetBIOS (UDP) | 137 |
| | | | 138 |
| | | NetBIOS (TCP) | 139 |
| | WebDAV server | Protocol HTTP(TCP) | 80 |
| | | Protocol HTTPS(TCP) | 443 |
| Email sending (When scan to mail is used from the scanner) | SMTP server | SMTP (TCP) | 25 |
| | | SMTP SSL/TLS (TCP) | 465 |
| | | SMTP STARTTLS (TCP) | 587 |
| POP before SMTP connection (When scan to mail is used from the scanner) | POP server | POP3 (TCP) | 110 |
| When Epson Connect is used | Epson Connect Server | HTTPS | 443 |
| | | XMPP | 5222 |
| Collecting user information (Use the contacts from the scanner) | LDAP server | LDAP (TCP) | 389 |
| | | LDAP SSL/TLS (TCP) | 636 |
| | | LDAP STARTTLS (TCP) | 389 |
| User authentication when collecting user information (When using the contacts from the scanner)<br>User authentication when using the scan to network folder (SMB) from the scanner | KDC server | Kerberos | 88 |
| Control WSD | Client computer | WSD (TCP) | 5357 |
| Search the computer when push scanning to an application | Client computer | Network Push Scan Discovery | 2968 |

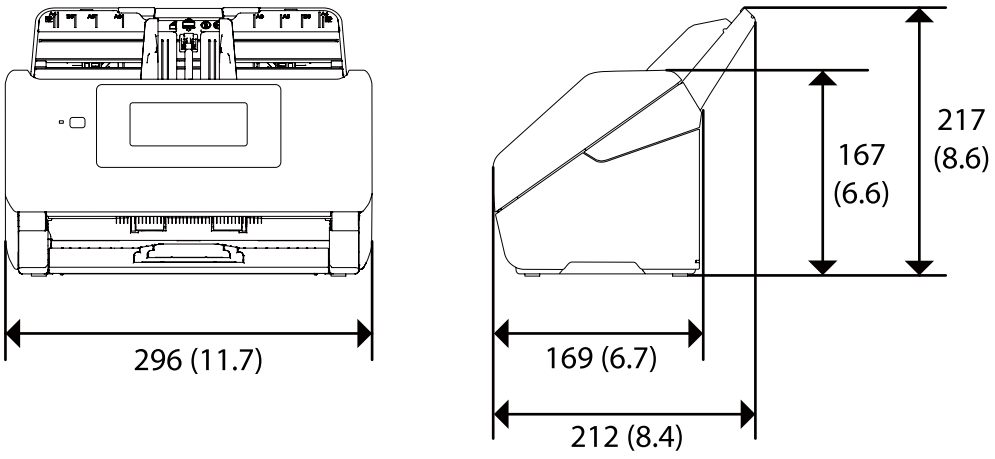
### When the Sender (Client) is the Client Computer

| Use | Destination (Server) | Protocol | Port Number |
|---|---|---|---|
| Discover the scanner from an application such as EpsonNet Config and scanner driver. | Scanner | ENPC (UDP) | 3289 |
| Collect and set up the MIB information from an application such as EpsonNet Config and scanner driver. | Scanner | SNMP (UDP) | 161 |
| Searching WSD scanner | Scanner | WS-Discovery (UDP) | 3702 |
| Forwarding the scan data from an application | Scanner | Network Scan (TCP) | 1865 |
| Collecting the job information when push scanning from an application | Scanner | Network Push Scan | 2968 |
| Web Config | Scanner | HTTP(TCP) | 80 |
| | | HTTPS(TCP) | 443 |

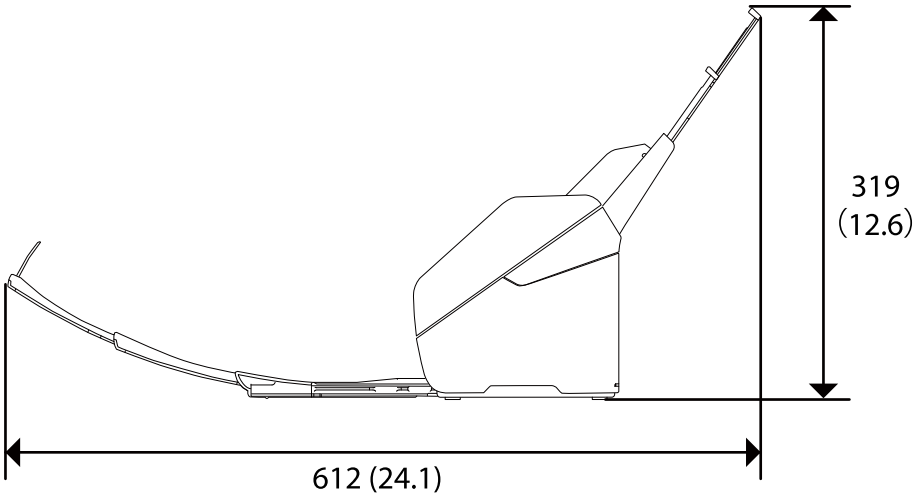
# Dimensions and Weight Specifications

### Dimensions

Storage (Unit: mm (inches))



Scanning (Unit: mm (inches))




**Weight**

Approx. 3.7 kg (8.2 lb)

# Electrical Specifications

## Scanner Electrical Specifications

| | |
|---|---|
| Rated DC Input Power Supply Voltage | DC 24 V |
| Rated DC Input Current | 1.0 A |
| Power Consumption | USB Connection<br>❏ Operating: Approx. 14 W<br>❏ Ready mode: Approx. 6.8 W<br>❏ Sleep mode : Approx. 0.9 W*<br>❏ Power off: Approx. 0.10 W<br>Wi-Fi Connection<br>❏ Operating: Approx. 15 W<br>❏ Ready mode: Approx. 7.4 W<br>❏ Sleep mode : Approx. 1.4 W*<br>❏ Power off: Approx. 0.10 W |

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

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

*http://www.epson.eu/energy-consumption*

## AC Adapter Electrical Specifications

| | |
|---|---|
| Model | A461H or A521H (AC 100-240 V)<br>A462E or A522E (AC 220-240 V)<br>***Note:***<br>*The bundled model may vary depending on the location or timing of purchase. Please refer to the label of the AC adapter included with the product.* |
| Rated Input Current | 1.0 A |
| Rated Frequency Range | 50-60 Hz |
| Rated Output Power Supply Voltage | DC 24 V |
| Rated Output Current | 1.0 A |

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

*http://www.epson.eu/energy-consumption*

# Environmental Specifications

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

# System Requirements

Supported operating systems may vary depending on the application.

| | |
|---|---|
| Windows | Windows 11 or later<br>Windows 10<br>Windows 8/8.1<br>Windows 7 |
| Mac OS*1 | Mac OS X 10.11 or later, macOS 11 or later |

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

# Standards and Approvals

Standards and Approvals for European Models. . . . . 258

Standards and Approvals for the U.S. and Canadian Models. . . . . .258

# Standards and Approvals for European Models

**Product and AC adapter**

The following models are CE/UKCA marked and in compliance with the relevant statutory requirements.

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

https://www.epson.eu/conformity

J382B

A461H, A521H, A462E, A522E

CE

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

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

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

| | |
|---|---|
| EMC | FCC Part 15 Subpart B Class B<br>CAN ICES (B)/NMB (B) |

This equipment contains the following wireless module.

Manufacturer: Seiko Epson Corporation

Type: J26H005

This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

# FCC Compliance Statement

### For United States Users

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

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

### WARNING

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

### For Canadian Users

CAN ICES (B)/NMB (B)

# Where to Get Help

Technical Support Web Site. . . . . 261

Contacting Epson Support. . . . . 261

# Technical Support Web Site

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

https://support.epson.net/

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

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

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

# Contacting Epson Support

## Before Contacting Epson

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

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

- ❏ Product serial number

  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version

  (Click **About**, **Version Info**, or a similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product

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

## Help for Users in the U.S. and Canada

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

### Internet Support

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

### Speak to a Support Representative

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

❏ Product name

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

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

❏ Computer configuration

❏ Description of the problem

Then call:

❏ U.S.: (562) 276-4382, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday

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

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

### Purchase Supplies and Accessories

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

## Help for Users in Europe

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