

# Start Here

## EPSON Expression® 1680

### 1 Unpack Your Scanner

- 1 Make sure you have everything:



Scanner



CD-ROM with EPSON® Scan driver and electronic manual



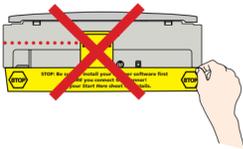
Power cord



USB cable

- 2 Remove all the packing tape, but leave the two yellow stickers in place until instructed to remove them.

**IMPORTANT!** Leave the stickers in place until you are instructed to remove them.



### 2 Install the Software

**Wait!** You must install your software before connecting the scanner to your computer.

Be sure to close all open programs and turn off any virus protection programs.

#### Windows®

- 1 Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically.

If it doesn't start, double-click **My Computer** (in Windows XP, click **Start > My Computer**), double-click **EPSON**, then double-click **EPSON**.

- 2 You see a message to close all running applications. Click **OK**.

- 3 Read the license agreement, then click **Agree**.

- 4 At the Software Installation screen, click **Install**.



Click **Install**

- 5 Wait for Epson Scan and the *User's Guide* to be installed.

- 6 At the last screen, click **Exit**. The EPSON Product Registration screen appears.

- 7 Register your scanner as instructed. When finished, click **Done** or close your browser. Remove your CD-ROM.

#### Macintosh®

- 1 Insert the scanner software CD-ROM in the CD-ROM or DVD drive. (If necessary, double-click the **EPSON CD-ROM** icon to open it.)

- 2 Double-click **EPSON**.

- 3 You see a message to close all running applications. Click **OK**.

- 4 Read the license agreement, then click **Agree**.



Click **Agree**

Click **Agree**

- 5 When the Software Installation screen appears, click **Install**.



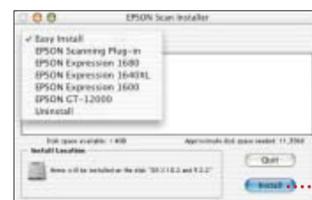
Click **Install**

- 6 Follow the on-screen instructions to install your *User's Guide*. When you're done installing the *User's Guide*, click **Quit**.

- 7 In Mac® OS X, enter your Administrator name and password when prompted and click **OK**.

- 8 Read the license agreement, then click **Accept**.

- 9 When you see the EPSON Scan Installer screen, select **EPSON Expression 1680** in the Easy Install menu and click **Install**.



Click **Install**

- 10 **Mac OS X:** At the last screen, click **Exit**. The EPSON Product Registration screen appears.

**Mac OS 8.6-9.x:** When you're done installing, restart your Macintosh. The EPSON Product Registration screen appears when your system restarts.

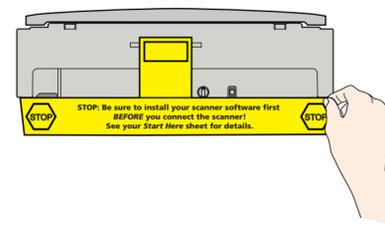


- 11 Register your scanner as instructed. When finished, click **Done** or close your browser. Remove the CD-ROM.

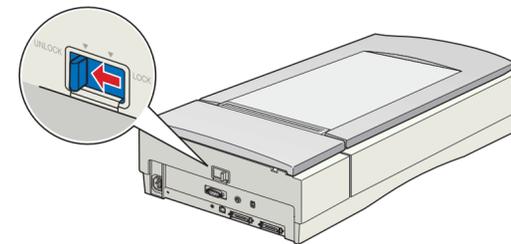
### 3 Connect the Scanner

After your software is installed, it's time to get connected.

- 1 Remove the yellow tape from the back of the scanner.



- 2 Slide the transportation lock to the **UNLOCK** position.

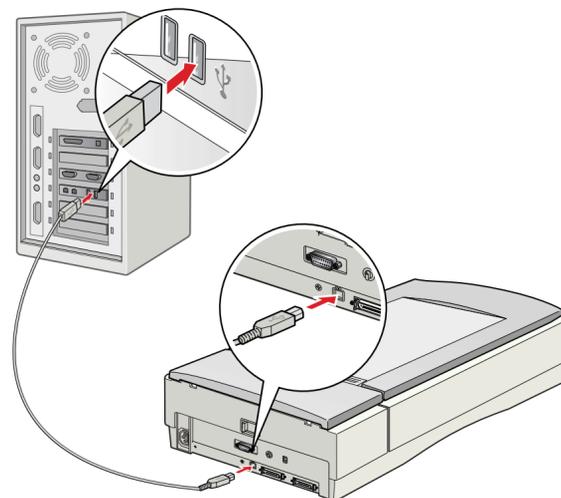


**Caution:** Your scanner won't work unless the transportation lock is in the **UNLOCK** position. Also, you may damage the scanner if you leave it on while it's locked.

- 3 Connect the scanner to your computer. Use either the USB cable that came with your scanner or a SCSI cable, if your computer has SCSI support. Don't connect both cables.

#### If you're using USB...

Plug the square end of the USB cable into the scanner's USB port. Plug the flat end into any available USB port on your computer or USB hub. Then go to step 4.

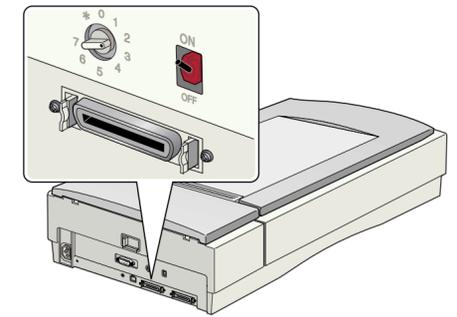


**Note:** Your scanner may not work correctly if you use a USB cable other than the one supplied by EPSON, or if you connect your scanner to a multi-level USB hub system.

continue

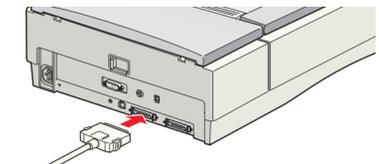
#### If you're using SCSI...

If you have another SCSI device that uses SCSI ID 2, turn the SCSI ID switch on the back of the scanner to a new number. Do not use 0 or 7.

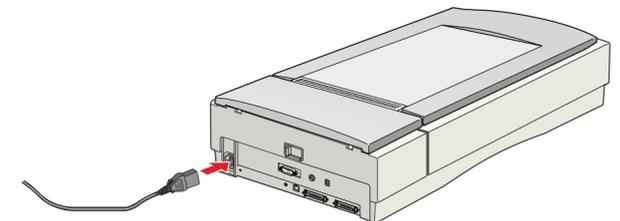


Unless your scanner is connected in the middle of a SCSI chain, leave the terminator switch on the back of the scanner turned **ON**.

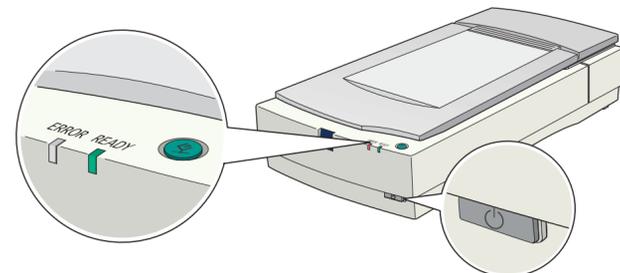
Squeeze the lock releases on your SCSI cable, and plug the cable into either SCSI connector on the back of the scanner. Connect the pin end of the cable to the SCSI port on your computer.



- 4 Plug one end of the scanner's power cord into the AC inlet at the back of the scanner, and the other end into a grounded electrical outlet.



- 5 Press the power button on the front of the scanner to turn it on. The green **READY** light begins to flash. Wait for the flashing to stop.



- 6 If you have a USB connection, go to "Your First Scan" on the back of this sheet.

If you have a SCSI connection, start the Add Hardware Wizard in the Windows Control Panel and follow the on-screen instructions to let Windows detect your scanner. Then continue with the instructions on the back of this sheet to begin scanning.

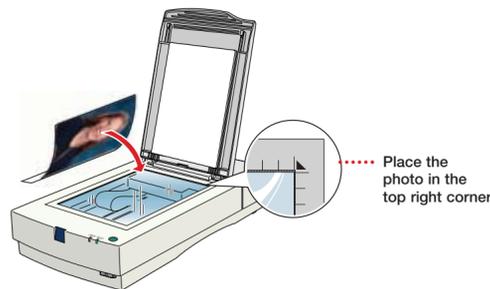
Turn over.....

# Scanner Basics

## Your First Scan

When you follow these steps, your scanner software recognizes the type of image you're scanning and adjusts settings for optimum scan quality.

- 1 Raise the scanner lid and place your photo face down on the glass.



- 2 Start EPSON Scan. You can press the scanner's green start button, or do one of the following:

**Windows:** Click **Start > Programs or All Programs > EPSON Scan > EPSON Scan**.

**Mac OS 8.6 to 9.x:** Select **EPSON Scan** from the Apple menu.

**Mac OS X:** Double-click the **EPSON Scan** icon in the Applications folder.

EPSON Scan starts, prescans, and recognizes the type of image you placed on the scanner.



- 3 Click the image selection tool to the left of your preview to automatically select your image.

**Tip:** You can scan just part of your image by clicking and dragging in the preview window to create a scanning selection area (marquee).

- 4 Click the Scan button.



You see the File Save Settings window.



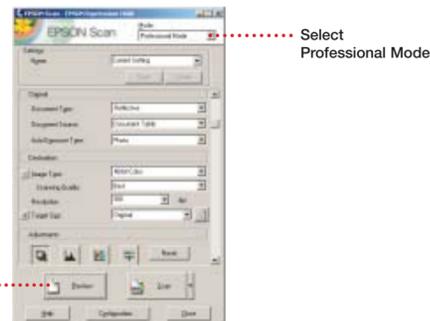
- 5 Click **OK** to save your scanned image to the default location on your hard drive, or browse to a new location.

EPSON Scan assigns sequential numbers to each scanned image, and saves it to the location specified.

## Customizing Your Scan

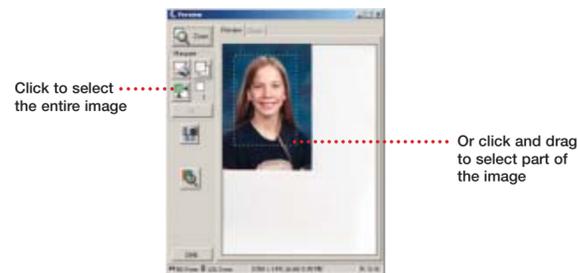
- 1 Place your photo face down on the scanner glass. Then start EPSON Scan, as described in "Your First Scan."

- 2 Select **Professional Mode** from the Mode drop-down list.



- 3 Click the Preview button to preview your scan.

- 4 Click the image selection tool on the Preview window to select your image, or click and drag to select part of the image.



- 5 Select your Image Type and Scanning Quality. For best image quality, select **48-bit Color** as the Image Type and **Best** as the Scanning Quality. (Make sure the application you use to print or modify the scan supports 48-bit color.)

- 6 Select the Resolution.

**Tip:** Unless you plan to enlarge your image, 300 dpi is recommended. Higher resolutions increase the file size and the time it takes to print your image.

- 7 For Target Size, select the size of your printed output, or select **Original** if you want your printout to match the size of your scan.

**Tip:** If you don't see the output size you want, select **Customize** and enter a width and height in the dialog box that appears. You can name and save this setting for future use.

- 8 Click the exposure optimization button to optimize your image's exposure. This button automatically sets gamma, highlight, and shadow settings.

- 9 Click the Scan button, then click **OK** on the File Save Settings window.

## Scanning With Photoshop

You can also import your scanned image into Adobe® Photoshop®, Photoshop Elements, or another TWAIN-compliant application. You can use the tools in these applications to modify the image before you save or print it.

- 1 Place your photo face down on the scanner glass. Then start Adobe Photoshop or Photoshop Elements.

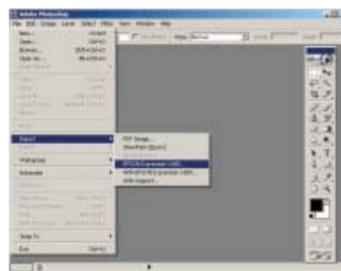
- 2 Select **File > Import > EPSON Expression 1680**.

EPSON Scan starts and prescans your image.

**Note:** If you don't like the preview, you can use EPSON Scan to fine-tune the image before scanning.

- 3 Click the Scan button. Your scanner software scans the image and opens it in Photoshop or Photoshop Elements.

- 4 Close EPSON Scan. Then make any changes you want with the Photoshop software.

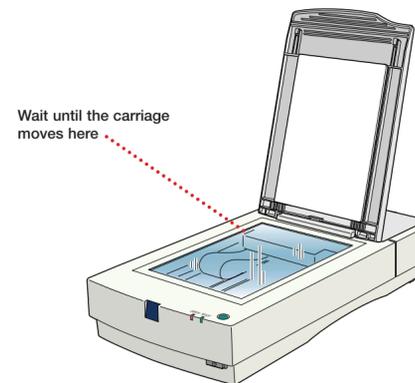


## Transporting the Scanner

To move or store your scanner safely, it's important to secure the carriage.

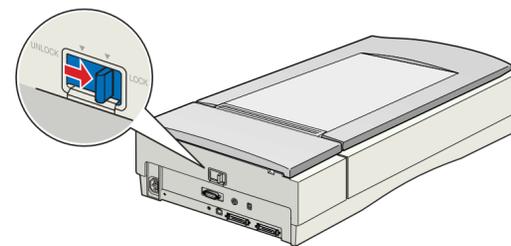
- 1 Make sure the transportation lock on the back of the scanner is set to **UNLOCK**.

- 2 Turn the scanner on and wait until the carriage moves to the home position. Then turn it off.



**Note:** If the carriage doesn't return to the home position automatically, slowly raise the front of the scanner and let the carriage slide to the home position.

- 3 Set the transportation lock to the **LOCK** position.



## Questions?

Here's where to look for answers:

### On-screen User's Guide

Double-click the **EPSON User's Guide** icon on your desktop for more information about using EPSON Scan, solving problems, and maintaining your scanner. You must have a web browser (Netscape Navigator® or Microsoft® Internet Explorer, version 3.0 or later) to view it.

### On-screen Help for EPSON Scan

Click the **Help** button or question mark that appears on the screen when you're using EPSON Scan.

### EPSON Technical Support

EPSON provides technical assistance 24 hours a day through the electronic support services and automated telephone services described below:

- **World Wide Web**  
From the Internet, you can reach EPSON Support at <http://support.epson.com>.
- **Automated Telephone Services**  
To use Automated Telephone Services, you must have a touch tone telephone and call (800) 922-8911. Your EPSON SoundAdvice<sup>SM</sup> Express Code is 68720. Use it to quickly select your scanner in SoundAdvice.
- **To Speak to a Technical Support Representative**  
Dial (562) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 AM to 6 PM, Pacific Time, Monday through Friday. Toll or long distance charges may apply.

### To purchase optional accessories

You can purchase a variety of optional accessories, including a transparency unit for scanning film and slides, an automatic document feeder for scanning multi-page documents, and an IEEE-1394 FireWire® card for FireWire connectivity. Just call the EPSON Store<sup>SM</sup> at (800) 873-7766, or visit our web site at [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

## Problems?

First, check the lights on the scanner.

**READY** **Flashing green** Warming up or scanning.

**READY** **Green** Ready to scan.

**ERROR** **Flashing red** Make sure that the transportation lock is set to **UNLOCK** and the scanner is securely connected to your computer. Try restarting your computer and turning the scanner off and then on again. If the **ERROR** light is still flashing, contact your dealer or EPSON.

**READY** **Off** Make sure your scanner is plugged into a working outlet and turned on.

If your problem is listed here, try these suggestions. For more information, see your software Help or your on-screen *User's Guide*.

**The New Hardware Wizard appears on your screen.** If you have not yet installed the software, click **Cancel** and disconnect the scanner. Follow the steps on the other side of this sheet.

**You see an error message that EPSON Scan cannot be started.** Make sure your scanner is on. If it was off, turn the scanner on first, then restart your computer before you try to scan.

Make sure the power plug is connected to a working outlet.

Wait until the green **READY** light stops flashing and remains on, then try again.

Make sure your cable is securely connected. If you have a USB connection, use the USB cable that came with your scanner.

If you're using a USB hub, connect the scanner directly to one of the USB ports on your computer.

**The scanner doesn't scan your image.** Make sure the transportation lock is in the **UNLOCK** position.

If you're using a SCSI connection, make sure the SCSI ID switch on the back of the scanner is not set to the asterisk (\*). Make sure it's set to a number that doesn't conflict with any other SCSI devices. If you reset the SCSI ID switch, turn the scanner off and then on again.

If you're importing your image into a TWAIN-compliant application like Photoshop, make sure you select **EPSON Expression 1680** as your import source.

**An error message says the selected area is too large for this resolution.** Close any programs you don't need. Also, try scanning at a lower resolution, or select part of the image to scan. If you're running Mac OS 8.6 to 9.x, increase the memory of your host application.

**The printed image doesn't look the same as the original.** If the scanner glass is smudged or dusty, turn the scanner off and unplug the power cord. Wipe the glass with a soft, dry cloth.

If your original document is dirty or wrinkled, it will show up in your scan. If the document is not aligned correctly (see "Your First Scan"), straight lines may come out jagged, or your printed image may look crooked.

Try printing a test page to make sure your printer is operating correctly.

Because your monitor and printer use different color technologies, your printed colors can't match the colors on your screen exactly.

**The printed image is larger or smaller than the original.** You can't judge the size of the printed image by what you see on your screen. The Target Size setting in EPSON Scan, or the image size setting in Photoshop or other TWAIN-compliant software, determines the size of the printed image.

# Start Here

## EPSON Expression® 1680 Pro Series

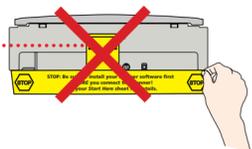
### 1 Unpack Your Scanner

1 Make sure you have everything:



2 Remove all the packing tape, but leave the two yellow stickers in place until instructed to remove them.

**IMPORTANT!** Leave the stickers in place until you are instructed to remove them.



### 2 Install the Software

**Wait!** You must install your software before connecting the scanner to your computer.

**Be sure to close all open programs and turn off any virus protection programs.**

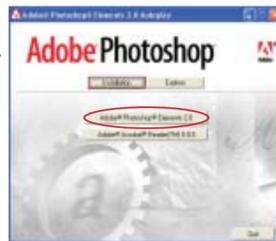
If you don't already have Adobe Photoshop or Photoshop Elements on your computer, install Photoshop Elements from the CD-ROM included with your scanner. To view the Photoshop Elements user manual, you'll need Adobe Acrobat® Reader® (included on your Photoshop Elements CD).

#### Windows®

First you'll install Adobe Photoshop Elements, then your scanner software.

#### Photoshop Elements

- 1 Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive. The installer starts automatically.
- 2 Click **Next** on the first screen. Make sure **US English** is selected and click **Next** again.
- 3 Follow the on-screen instructions to begin installation and accept the software license conditions.
- 4 When you see this screen, click the **Adobe Photoshop Elements** button.
- 5 Follow the on-screen instructions. When you're asked for a software serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.
- 6 If you don't have Acrobat Reader, eject the CD-ROM and repeat steps 1 to 3. Then select **Adobe Acrobat Reader** to install it.



Continue with the instructions below to install the scanner software.

#### Scanner Software

- 1 Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn't start, double-click **My Computer** (in Windows XP, click **Start > My Computer**), double-click **EPSON**, then double-click **EPSON**.
- 2 You see a message to close all applications. Click **OK**.
- 3 Read the license agreement, then click **Agree**.
- 4 At the Software Installation screen, click **Install**.
- 5 Wait for EPSON Scan and the User's Guide to be installed.
- 6 At the last screen, click **Exit**. The EPSON Product Registration screen appears.
- 7 Register your scanner as instructed. At the last screen, click **Done** or close your browser.
- 8 Remove the CD-ROM.



Install LaserSoft SilverFast, MonacoEZcolor, and the ArcSoft Software Suite following the instructions included with each program. Then continue with the instructions under "Install the Transparency Unit."

#### Macintosh®

First you'll install Adobe Photoshop Elements, then your scanner software.

#### Photoshop Elements

- 1 Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive.
- 2 Double-click the CD-ROM icon and double-click the **English** folder.
- 3 Double-click the **Install Photoshop Elements** icon.
- 4 Follow the on-screen instructions to begin installation and accept the software license conditions. In Mac OS X, enter your Administrator name and password, then click **OK**.
- 5 When you're asked for a software serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.
- 6 When you see this screen, click the **Install** button.
- 7 Follow the on-screen instructions to install the software.
- 8 When you're finished, click **Quit**.
- 9 If you don't have Acrobat Reader, you can install it from the CD-ROM. Open the **Adobe Acrobat Reader** folder. Then double-click the **Acrobat Reader Installer** icon to install it.



Continue with the following instructions to install the scanner software.

#### Scanner Software

- 1 Insert the scanner software CD-ROM in the CD-ROM or DVD drive. (If necessary, double-click the **EPSON** CD-ROM icon to open it.)
- 2 Double-click **EPSON**.
- 3 You see a message to close all applications. Click **OK**.
- 4 Read the license agreement, then click **Agree**.
- 5 When the Software Installation screen appears, click **Install**.
- 6 Follow the on-screen instructions to install your User's Guide. When you're done installing the guide, click **Quit**.
- 7 In Mac OS X, enter your Administrator name and password when prompted, then click **OK**.
- 8 Read the license agreement, then click **Accept**.
- 9 When you see the EPSON Scan Installer screen, select **EPSON Expression 1680** in the Easy Install menu and click **Install**.
- 10 **Mac OS X:** At the last screen, click **Exit**. The EPSON Product Registration screen appears. **Mac OS 8.6 - 9.x:** When you're done installing, restart your Macintosh. The EPSON Product Registration screen appears.
- 11 Register your scanner as instructed. When finished, click **Done** or close your browser.
- 12 Remove the CD-ROM.



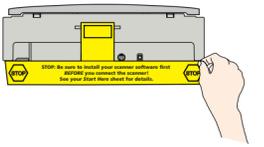
Install LaserSoft SilverFast, MonacoEZcolor, and the ArcSoft Software Suite, following the instructions included with each program. Then continue with the instructions under "Install the Transparency Unit."

**Note:** LaserSoft SilverFast requires Mac OS 9.2 or later.

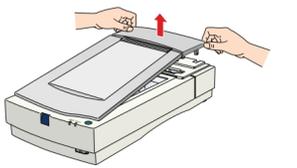
### 3 Install the Transparency Unit

Before you connect the scanner to your computer, install the transparency unit.

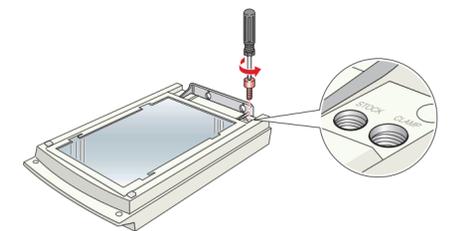
1 Remove the yellow tape from the back of the scanner.



2 Remove the scanner cover by grasping the back of the cover and easing it up.



3 Place the transparency unit on a flat surface, glass side up. Remove the tape. Then remove the shipping screw from the hole labeled **CLAMP** and install it in the hole labeled **STOCK**.



**Caution:** Never use the transparency unit without removing the shipping screw from the hole labeled **CLAMP**. You may damage the unit.

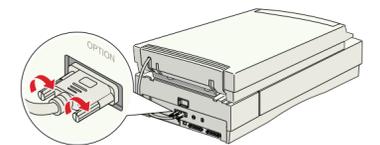
4 Position the slots on the transparency unit's bracket over the two large screws at the back of the scanner. Slide the transparency unit forward slightly until the two holes in front of these slots line up with the small screw holes at the back of the scanner.



5 Insert the two screws that came with the transparency unit into the screw holes, and tighten them with a coin.



6 Gently close the transparency unit. Connect the transparency unit cable to the **OPTION** connector at the back of the scanner and tighten the screws.



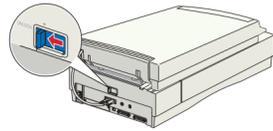
Turn over.....

# 4

## Connect the Scanner

After your transparency unit is installed, it's time to get connected.

**1** Slide the transportation lock to the **UNLOCK** position to unlock the scanner carriage.

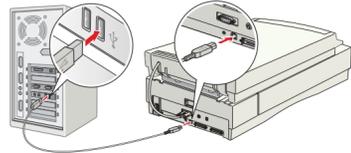


**2** Connect the scanner to your computer using either the USB or FireWire cable that came with your scanner, or a SCSI cable. **Don't connect more than one cable.**

**Note:** Only the Professional FireWire model comes with a FireWire cable.

### If you're using USB...

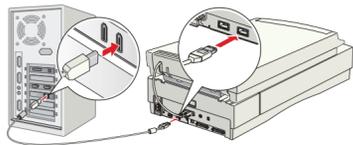
Plug the square end of the USB cable into the scanner's USB port. Plug the flat end into any available USB port on your computer or USB hub.



**Note:** Your scanner may not work correctly if you use a USB cable other than the one supplied by EPSON, or if you connect your scanner to a multi-level USB hub system.

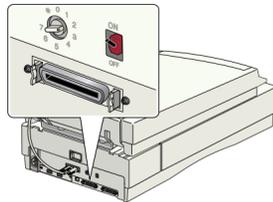
### If you're using IEEE 1394 (FireWire)...

Plug one end of the IEEE 1394 cable into the scanner's IEEE 1394 port, and the other end into an IEEE 1394 (FireWire) port on your computer.



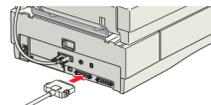
### If you're using SCSI...

If you have another SCSI device that uses SCSI ID 2, turn the SCSI ID switch on the back of the scanner to a new number. Do not use 0 or 7.



Unless your scanner is connected in the middle of a SCSI chain, leave the terminator switch on the back of the scanner turned **ON**.

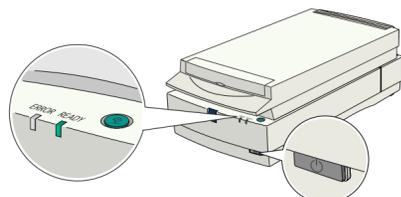
Squeeze the lock releases on your SCSI cable, and plug it into either SCSI connector on the back of the scanner. Connect the pin end of the cable to the SCSI port on your computer.



**3** Plug one end of the scanner's power cord into the AC inlet at the back of the scanner, and the other end into a grounded electrical outlet.



**4** Press the power button on the front of the scanner to turn it on. The green **READY** light starts flashing.



**5** **USB:** When the **READY** light stops flashing, you're ready to scan.

**FireWire:** If you're running Windows, you see the New Hardware Wizard. Wait until the **READY** light stops flashing, then complete the wizard. If you see a message that the software is not digitally signed, click **Install Anyway (XP)** or **Continue (2000)**.

**SCSI:** Wait until the **READY** light stops flashing, then start the Add Hardware Wizard in the Windows Control Panel. Follow the on-screen instructions to let Windows detect the scanner.

# Getting the Most From Your Scanner

The following sections contain overviews of how to get the most out of your professional scanner and its software. For detailed instructions, see the electronic or printed manuals for each software application. The SilverFast CD-ROM also contains useful QuickTime® tutorials.

## Managing Color Data



You can use MonacoEZcolor and your device software to provide accurate color data across all your computer input and output devices (your scanner, monitor, digital camera, and printer). Here are the basic steps to manage color for scans that you will print. See your EZcolor online guides for detailed instructions.

**1** First you need to use the **Create Printer Profile** option in EZcolor to create profiles for your scanner and printer.

You must create profiles for each type of print media and each group of settings. Print an RGB Target with the printer, type of paper, and settings you will use when printing images.

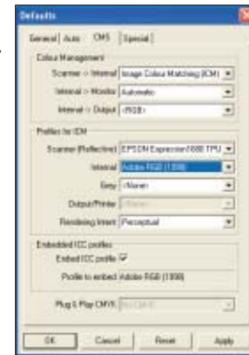
**2** Open Adobe Photoshop Elements.

**3** Choose **Edit > Color Settings > Full color management—optimized for print**. Then click **OK**.

**4** Select **File > Import > SilverFast (Epson Expr 1680)**.

**5** Click the **General** tab. For the **Original** setting, select **Reflective or Transparency**. Then click the **Option (or Options)** button. Click the **CMS** tab, if necessary.

**6** For the **Scanner -> Internal** setting, select **Image Colour Matching (ICM)** in Windows or **ColorSync** in Macintosh. For the **Internal -> Monitor** setting, select **Automatic**. For the **Internal -> Output** setting, select **RGB**.



**7** For the **Scanner (Reflective)** or **Scanner (Transparency)** settings, select the Monaco scanner profiles you created. For the **Internal** setting, select **Adobe RGB (1998)**.

**8** Click **Embed ICC profile** to save the settings in your scan, click **Apply**, then click **OK**.

**9** You'll be prompted to prescan your image. Click **Yes** and adjust any scan settings, then click **Scan RGB** to scan your image.

**10** Click **File > Print with Preview** or **Print Preview**. Click **Show Other Options** and then select **Color Management**. Choose your Monaco printer profile under the **Print Space** options.

**11** Click **Print**, then check your settings in your printer software (making sure that color management is turned off and all your printer settings are correct). Click **OK** or **Print** to print your image.

**Note:** See your electronic SilverFast manual on the SilverFast CD-ROM for detailed color space and color management information. To view the manual, you'll need Adobe Acrobat Reader, which is included on your SilverFast CD-ROM.

## Scanning Film

**Note:** To scan slides or medium- or large-format film, follow these steps but use the correct holder. See the *User's Guide* for details.

**1** If necessary, remove the white document mat from the transparency unit.

**2** Locate the 35 mm film holder that came with your scanner and carefully pop the film cover off one of the strip holders.

**3** Place a filmstrip in the holder with the shiny side face down. Line up the sprocket holes on the filmstrip with the guide posts on the holder.

**4** Replace the film cover and press down until it clicks.

**5** Repeat steps 2 to 4 for any additional film strips.

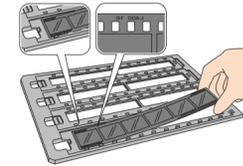
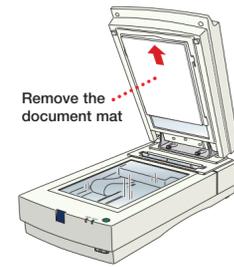
**6** Place the film holder on the scanner glass, and close the transparency unit.

**7** In Photoshop or Photoshop Elements, select **File > Import > SilverFast (Epson Expr 1680)** to open the SilverFast software.

**8** On the **General** tab, select **Transparency** for the **Original** setting, then choose **Positive** or **Negative**.

**9** For positive film, use the color correction tools to adjust the scan setting. For negatives, select the type of film you are scanning to automatically adjust the color, brightness, and balance settings.

**Note:** To correct scratches or dust, click the **scratch and dust removal** button and then click the **parameter** button for options.



## Scanning 48-bit Images

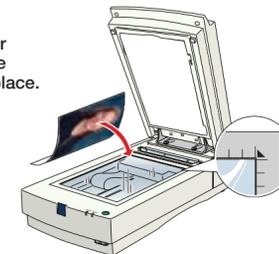
For images in full 48-bit color depth, you can scan into ArcSoft PhotoStudio® with EPSON Scan. You can also scan an image with the standalone SilverFast application.

**1** Raise the scanner lid and place your photo face down on the glass. Make sure the white document mat is in place.

**2** In Windows or Mac OS 8.6 to 9.x, click **File > Acquire** in PhotoStudio. EPSON Scan starts automatically. Choose **Professional Mode** from the **Mode** drop-down list, then choose **48-bit Color** as the **Image Type**. Click **Scan** to open the image in PhotoStudio.

In Mac OS X, open the standalone SilverFast application (SF-App) and scan a 48-bit file. Open the image in PhotoStudio for editing.

**Note:** If you have the full version of Photoshop (6.0 or later), you can scan 48-bit images directly with SilverFast.



## More Scanning Options

Here are more ways to get the most out of your scanner and software:

- Use the SilverFast Ai Job Manager for high-capacity batch scanning.
- Organize all your photos into albums which you can easily archive to CD or display in slideshows using ArcSoft PhotoBase.™
- Stitch individual photos into wide panoramas or tall views with ArcSoft PanoramaMaker.™
- Create unique, artistic creations or effects with your scanned images using Photoshop Elements or PhotoStudio.



## Questions?

Here's where to look for answers:

### EPSON Expression 1680 User's Guide

Provides instructions for using EPSON Scan, as well as maintenance and troubleshooting information. You'll find an electronic version of this manual on your desktop. You must have a web browser (Netscape Navigator® or Microsoft® Internet Explorer, version 3.0 or later) to view it.

### On-screen Help for EPSON Scan

Click the **Help** button or question mark that appears on the screen when you're using EPSON Scan.

### EPSON Technical Support

EPSON provides technical assistance 24 hours a day through electronic support services and automated telephone services:

- **World Wide Web**  
Reach EPSON Support at <http://support.epson.com>.
- **Automated Telephone Services**  
To use these services, you must have a touch tone telephone and call (800) 922-8911. Your EPSON SoundAdvice™ Express Code is 68720. Use it to select your scanner in SoundAdvice.
- **To Speak to a Technical Support Representative**  
Dial (562) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 AM to 6 PM, Pacific Time, Monday through Friday. Toll or long distance charges may apply.

### To purchase optional accessories

Call the EPSON Store™ at (800) 873-7766 or visit our web site at [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

## Problems?

First, check the lights on the scanner.

- READY** **Flashing green** Warming up or scanning.
- READY** **Green** Ready to scan.
- ERROR** **Flashing red** Make sure that the transportation lock is set to **UNLOCK** and the scanner is securely connected to your computer. Try restarting your computer and turning the scanner off and then on again. If the **ERROR** light is still flashing, contact your dealer or EPSON.
- READY** **Off** Make sure your scanner is plugged into a working outlet and turned on.

### The New Hardware Wizard appears on your screen.

If you have not yet installed the software, click **Cancel** and disconnect the scanner. Follow the steps on the other side of this sheet to install the software. If you have FireWire and have installed the software and connected the scanner, complete the wizard.

### You see an error message when you try to scan, or the scanner doesn't scan.

Make sure your scanner is connected to your computer and plugged into a working outlet.

Wait until the green **READY** light stops flashing, then try again.

For more troubleshooting tips, see your software Help or your *User's Guide*.