

Epson B11B189011

Epson Perfection V500 Flatbed Scanner

MODEL: B11B189011

Introduction

The Epson Perfection V500 Photo Scanner is a high-performance flatbed scanner designed for scanning documents, photos, and film. Featuring a 6400 dpi optical resolution and 48-bit color depth, it delivers exceptional image quality for both personal and professional use. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your scanner.

Safety Information

- Always place the scanner on a stable, flat surface to prevent damage.
- Do not block ventilation openings. Ensure adequate space around the scanner for proper airflow.
- Use only the power adapter supplied with the scanner.
- Keep the scanner away from water or excessive moisture.
- Do not attempt to service the scanner yourself. Refer all servicing to qualified service personnel.
- Unplug the scanner from the power outlet before cleaning.

Package Contents

Verify that all items are present in the box:

- Epson Perfection V500 Photo Scanner
- AC Adapter and Power Cable
- USB Cable
- Film Holders (for 35mm film strips and mounted slides)
- Software CD-ROM (drivers, Epson Scan, ArcSoft PhotoStudio, ABBYY FineReader Sprint Plus OCR)
- Setup Guide

Setup

1. Unpacking the Scanner

Carefully remove the scanner and all accessories from the packaging. Remove any protective tapes or packing materials from the scanner, especially from the scanner lid and glass surface.



Image: Top-down view of the Epson Perfection V500 Flatbed Scanner. The scanner features a sleek black design with a silver trim and control buttons located on the front panel. These buttons include functions for Scan to PDF, Copy, Email, and Scan to Web.

2. Connecting the Scanner

Connect the AC adapter to the scanner's power input and then plug it into a wall outlet. Connect one end of the USB cable to the scanner's USB port and the other end to an available USB port on your computer.

3. Software Installation

Insert the Software CD-ROM into your computer's CD/DVD drive. Follow the on-screen instructions to install the Epson Scan driver and utility software. It is recommended to install all bundled software for full functionality. If you do not have a CD-ROM drive, download the latest drivers and software from the official Epson support website.

4. Initial Calibration

After software installation, the scanner may perform an initial calibration. Follow any prompts on your computer screen. This ensures optimal scan quality.

Operating the Scanner

• Scanning Documents

Place the document face-down on the scanner glass, aligning it with the corner guide. Close the scanner lid gently. Open the Epson Scan utility on your computer. Select the desired scan mode (e.g., Document Mode, Professional Mode) and adjust settings such as resolution and document type. Click 'Scan' to begin the process. The scanned image will appear in the preview window or be saved to your specified folder.

• Scanning Photos

Place photos face-down on the scanner glass. For multiple photos, leave a small gap between them. In Epson Scan, select 'Home Mode' or 'Professional Mode' and choose 'Photo' as the document type. Adjust resolution (e.g., 300 dpi for printing, 600 dpi for archiving) and color correction settings as needed. Preview the scan and then click 'Scan'.

• Scanning Film and Slides

Open the film scanning unit cover located inside the scanner lid. Place your 35mm film strips or mounted slides into the

appropriate film holder. Insert the film holder into the scanner, aligning it correctly. In Epson Scan, select 'Film' as the document type and choose 'Professional Mode' for advanced settings. Utilize features like Digital ICE Technology for dust and scratch removal if available. Preview and scan.

- **Using the Scanner Buttons**

The scanner features dedicated buttons for quick operations:

- **PDF Button:** Scans documents directly to a PDF file.
- **Copy Button:** Scans and sends the image to your printer for a quick copy.
- **Email Button:** Scans and attaches the image to a new email message.
- **Start Button:** Initiates a scan using the last used settings or a pre-configured profile.

These buttons can often be customized through the Epson Event Manager software.

Maintenance

- **Cleaning the Scanner Glass**

Dust and smudges on the scanner glass can affect scan quality. Gently wipe the glass surface with a soft, lint-free cloth dampened with a mild glass cleaner. Do not spray cleaner directly onto the glass. Avoid abrasive materials that could scratch the surface.

- **Cleaning the Film Holder**

If dust accumulates on the film holders, gently wipe them with a soft, dry cloth. Do not use liquids on the film holders.

- **Storage**

When not in use, keep the scanner lid closed to prevent dust accumulation on the glass. Store the scanner in a clean, dry environment away from direct sunlight and extreme temperatures.

Troubleshooting

If you encounter issues with your Epson Perfection V500 scanner, refer to the following common problems and solutions:

- **Scanner Not Detected / Communication Error**

Ensure the USB cable is securely connected to both the scanner and the computer. Try connecting to a different USB port. Restart both the scanner and the computer. Verify that the scanner's power light is on. Reinstall the scanner drivers if necessary.

- **Poor Scan Quality (Streaks, Blurry Images, Incorrect Colors)**

Clean the scanner glass and the film scanning unit glass (if applicable). Ensure the document or photo is placed correctly and flat on the glass. Adjust scan settings such as resolution, brightness, and contrast in the Epson Scan software. Perform a scanner calibration if the option is available in the software.

- **Software Crashes or Freezes (Especially on Windows 10)**

Some users have reported driver compatibility issues with Windows 10. Ensure you have the latest drivers downloaded directly from the official Epson support website for your specific operating system version. Run the Epson Scan software in compatibility mode for an earlier Windows version if problems persist. Check for any pending Windows updates that might include driver fixes.

• **Scanner Lamp Not Lighting Up**

Check the power connection. If the lamp still does not light, the lamp may need replacement or there could be an internal issue. Contact Epson support for assistance.

Specifications

Feature	Detail
Model	Epson Perfection V500 Photo (B11B189011)
Scanner Type	Flatbed color image scanner with Transparency Unit
Image Sensor	CCD (Charge-Coupled Device)
Optical Resolution	6400 dpi (max)
Hardware Resolution	6400 x 9600 dpi
Interpolated Resolution	12,800 x 12,800 dpi
Color Depth	48-bit internal / 48-bit external
Grayscale Depth	16-bit internal / 16-bit external
Max. Document Size	8.5" x 11.7" (Letter/A4)
Interface	Hi-Speed USB 2.0/1.1
Supported OS	Windows Vista, XP Professional x64 Edition, XP Home/XP Professional, 2000 Professional (USB 1.1/2.0 compatible)
Dimensions (W x D x H)	18.8" x 10.7" x 4.5" (approx.)
Weight	8.9 lbs (approx.)

Warranty and Support

The Epson Perfection V500 Photo Scanner typically comes with a standard limited warranty. Please refer to the warranty card included in your product packaging for specific terms and conditions, including warranty duration and coverage details. For technical support, driver downloads, FAQs, and service information, please visit the official Epson support website:

[Epson Official Support Website](#)

When contacting support, have your scanner's model number (B11B189011) and serial number ready.

© 2024 Epson Corporation. All rights reserved.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question