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Epson DS-C490

Epson DS-C490 Duplex Compact Desktop Document Scanner User Manual

Model: DS-C490

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INTRODUCTION

This manual provides essential instructions for setting up, operating, and maintaining your Epson DS-C490 Duplex Compact Desktop Document Scanner. Please read this manual thoroughly before using the product to ensure correct and safe operation.

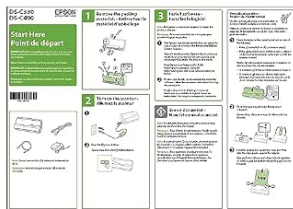
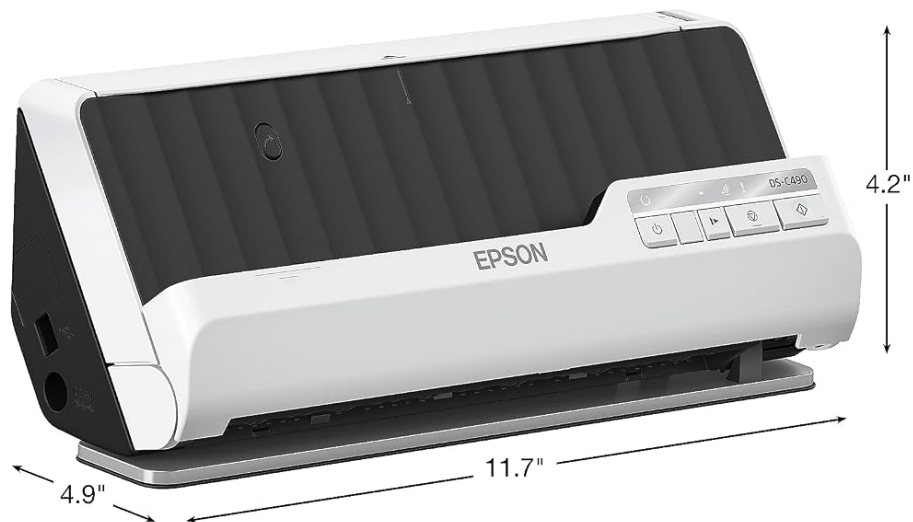
1. SETUP

1.1 Unpacking the Scanner

Carefully remove all components from the packaging. Ensure all items listed in the "In the Box" section are present.

In the Box

Epson® DS-C490 Compact Desktop Document Scanner



Start Here
Poster



AC Adapter



Power Cable



Hi-Speed
USB Cable

Image: Epson DS-C490 scanner and its accessories, including the Start Here poster, AC adapter, power cable, and Hi-Speed USB cable.

1.2 Connecting the Scanner

1. **Power Connection:** Connect the AC adapter to the scanner's power port and then plug the power cable into an electrical outlet.
2. **USB Connection:** Connect the supplied Hi-Speed USB cable from the scanner to an available USB port on your computer.

1.3 Software Installation

Insert the software CD (if included) or download the latest drivers and software from the official Epson support website. Follow the on-screen instructions to complete the installation of Epson Document Capture Pro software and necessary drivers (TWAIN and ISIS).

2. OPERATION

2.1 Loading Documents

The DS-C490 features a 20-page Auto Document Feeder (ADF) and supports various media types. Ensure documents are free of staples and clips before loading.

Easily Scan in Batches — 20-Page Auto Document Feeder



Image: Documents loaded into the Auto Document Feeder of the Epson DS-C490 scanner.

- **Standard Documents:** Place documents face-down into the ADF, aligning them with the guides.
- **Cards and Passports:** The flexible scan path accommodates various media, including ID cards and passports. Refer to the software guide for specific loading instructions for these items.

Scans a Wide Variety of Media — From Standard Paper to ID Cards and Passports



Image: Example of various media types, such as receipts, ID cards, and passports, that can be scanned by the device.

2.2 Initiating a Scan

Once documents are loaded and the scanner is connected, you can initiate a scan using the Epson Document Capture Pro software or other compatible applications.

1. Open the scanning software on your computer.
2. Select your Epson DS-C490 scanner.
3. Adjust scan settings such as resolution (up to 300 dpi for optimal speed), color mode (Black-and-White, Grayscale, or Color), and destination.
4. Click the "Scan" button in the software or press the scan button on the scanner itself.

Intelligent Imaging Technology — Automatic Cropping, Paper Skew Correction, Staple Protection and More



Image: The Epson DS-C490 scanner in operation, feeding documents and displaying the scanned output on a connected computer screen.

2.3 Advanced Scanning Features

- **Duplex Scanning:** The scanner supports one-pass duplex scanning, capturing both sides of a document simultaneously at speeds up to 40 ppm/80 ipm.
- **Intelligent Imaging Technology:** The software includes features like automatic cropping, blank page deletion, background removal, dirt detection, paper skew correction, and staple protection to enhance image quality.

3. MAINTENANCE

3.1 Cleaning the Scanner

Regular cleaning ensures optimal performance and image quality.

- **Exterior:** Wipe the exterior with a soft, damp cloth. Avoid abrasive cleaners.

- **Interior:** Refer to the detailed cleaning instructions in the Epson Document Capture Pro software help guide for cleaning rollers and glass surfaces.

3.2 Software Updates

Periodically check the Epson support website for the latest software and firmware updates to ensure compatibility and access to new features.

4. TROUBLESHOOTING

If you encounter issues with your scanner, refer to the following common solutions:

Problem	Possible Solution
Scanner not recognized by computer	◦ Ensure USB cable is securely connected. ◦ Try a different USB port or cable. ◦ Reinstall scanner drivers. ◦ Restart your computer and scanner.
Paper jams	◦ Remove all paper from the ADF. ◦ Open the scanner cover and carefully remove any jammed paper. ◦ Ensure documents are properly aligned and not creased or torn.
Poor scan quality	◦ Clean the scanner's glass and rollers. ◦ Adjust scan resolution and image settings in the software. ◦ Ensure original documents are clean and in good condition.

For more detailed troubleshooting, consult the help section within the Epson Document Capture Pro software or visit the Epson support website.

5. SPECIFICATIONS

Feature	Detail
Model Name	DS-C490
Scanner Type	Document, ID Card
Connectivity Technology	USB
Product Dimensions	7.9"D x 11.7"W x 11.5"H
Item Weight	4.2 Pounds
Resolution	300 dpi (optical)
Wattage	13 watts
Color Depth	10-bit input/8-bit output per color
Standard Sheet Capacity	20 pages (ADF)
Scanning Speed	Up to 40 ppm/80 ipm (2-sided)

Feature	Detail
Maximum Scan Length	8.5" x 220" (at 200 dpi)
Daily Duty Cycle	6,500 pages (peak)

6. WARRANTY & SUPPORT

6.1 Product Warranty

Epson provides a limited warranty for the DS-C490 scanner. For detailed information regarding warranty terms, conditions, and duration, please refer to the warranty documentation included with your product or visit the official Epson support website.

6.2 Technical Support

If you require technical assistance, driver downloads, or further information, please visit the official Epson support website or contact Epson customer service. Support resources typically include FAQs, troubleshooting guides, and contact options for phone or chat support.

Epson Support Website: www.epson.com/support

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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.

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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

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