My computer does not recognize the product when I use a USB connection. What should I do?

Try the following:

- Make sure the scanner is turned on.
- Make sure Epson Scan 2 is installed on your computer before connecting the scanner to the computer.
- Disconnect your scanner from your computer, then reconnect it.
- Make sure the connection mode switch is set to the correct connection type. (ES-300W/ES-300WR only)
- If you use a USB hub, connect the scanner directly to the computer.
- Try a different USB cable.
- Make sure you do not use a USB cable longer than 15 feet.
- Try using a different USB port on the computer.

My scanning software doesn't work properly in Windows or on my Mac. What should I do?

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

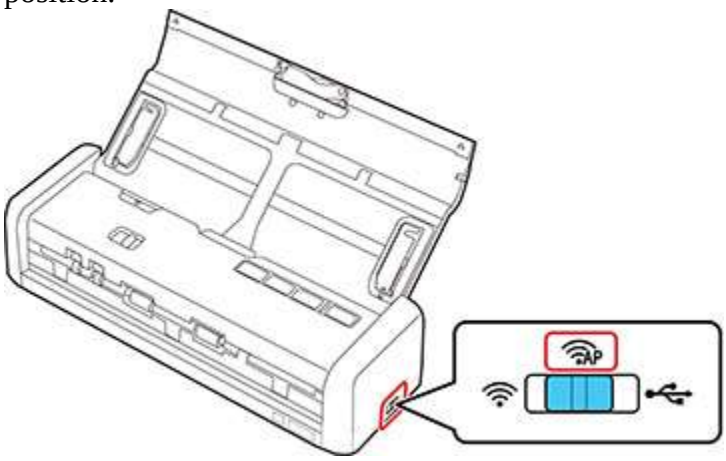
- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- Make sure the scanner is turned on.
- Make sure the connection between the scanner and your computer is secure.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

How do I manually connect to a Wi-Fi network?

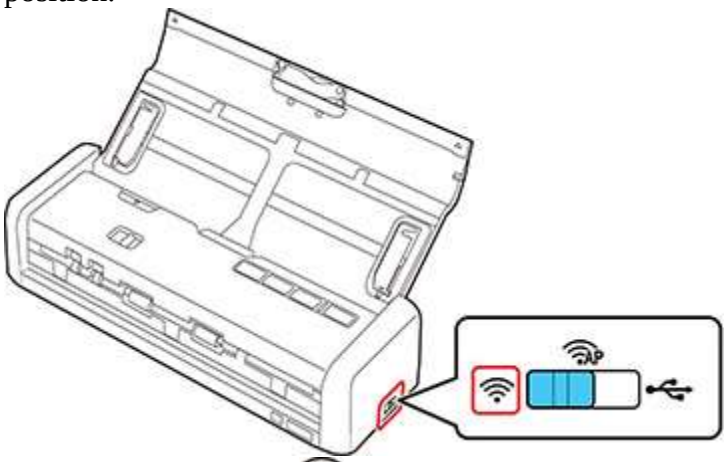
You can manually connect the scanner to a Wi-Fi network by entering the network names (SSIDs) and passwords for your wireless network router and your scanner (ES-300W/ES-300WR). You must have a computer with a wireless adapter to set up the connection. Also make sure you have installed your scanner software as described on your scanner *Start Here* sheet.

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

1. Turn your scanner over and locate the label on the bottom listing the SSID and password for your scanner. Make a note of the SSID and password for use later.
2. Set the connection mode switch on the side of the scanner to the AP mode position.



3. Turn on the scanner and wait for the lights to stop flashing.
4. From your computer or device, open the list of wireless networks and select the SSID shown on the scanner label. Then select the connect option.
5. Enter the password shown on the scanner label.
6. Connect your computer or device to your wireless network router.
7. Set the connection mode switch on the side of the scanner to the Wi-Fi position.



Wait for the ready and Wi-Fi lights on the scanner to stop flashing and stay on, indicating that the scanner is connected to the network.

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

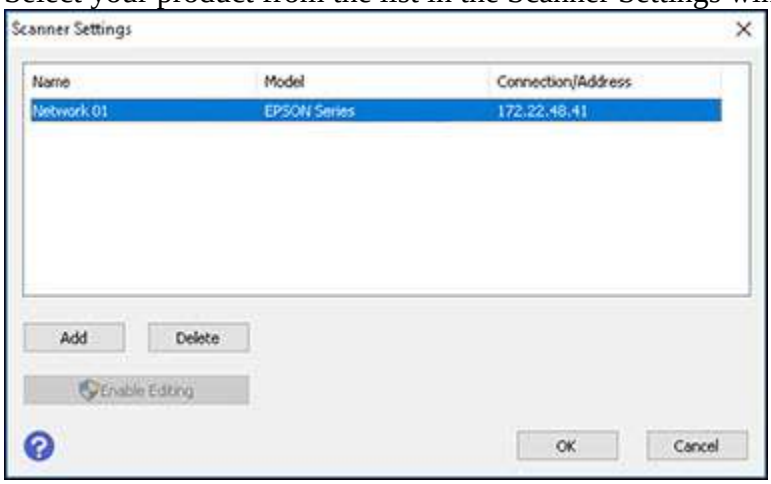
I see the message Unable to connect to network scanner. Check the scanner, network, and connection settings. What should I do?

Do the following:

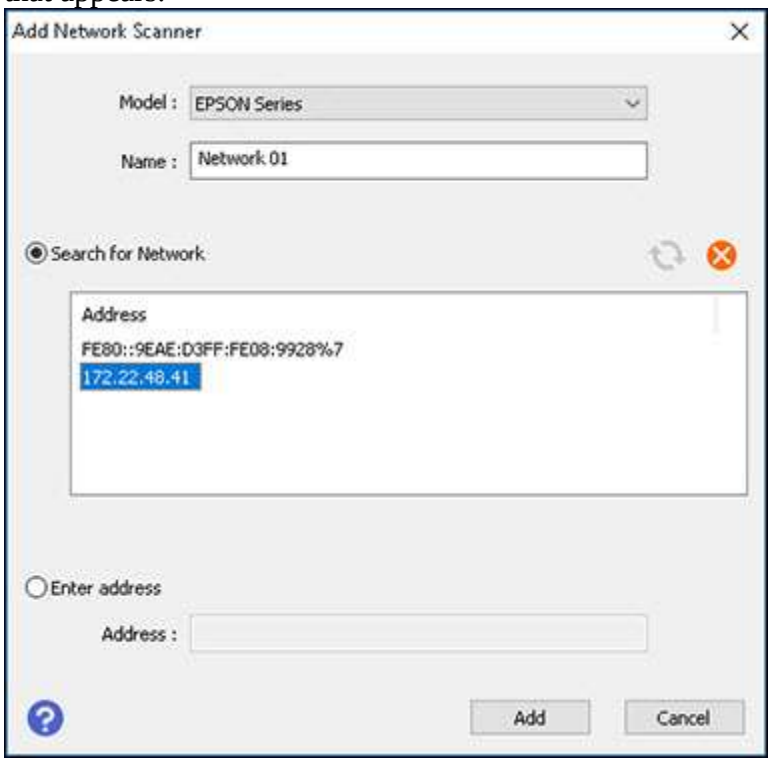
1. Make sure your product is connected to the same Wi-Fi network as your computer.
2. Click **Yes** on the error message screen. The Scanner Settings window appears.
3. Click **Enable Editing** or and click **Yes** on the screen that appears. If necessary, enter the administrator password and click **OK**.

   Note: If you do not see the **Enable Editing** button, run the Epson Scan 2 Utility as the administrator. Navigate to the shortcut for the Epson Scan 2 Utility, right-click the shortcut, and then click **Run as administrator**.

4. Select your product from the list in the Scanner Settings window and click **Delete**.



5. Click **Add** or **+**. Make sure your product is selected as the Model in the screen that appears.



6. Select the IP address for your product.

   Note: If you don't know your scanner's IP address, you can use EpsonNet Config to find it. You can download EpsonNet Config from the Downloads tab on your product's support page.

   After EpsonNet Config is installed on your computer, do the following:

   - **Windows 10**: Click > **EpsonNet** > **EpsonNet Config**.
   - **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.
   - **Mac**: Open the **Applications** folder and select **Epson Software** > **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.

   Note: If nothing appears in the Search for Network box, make sure your product is connected to the same Wi-Fi network as your computer. If your product is connected to the same Wi-Fi network and the box is still blank, contact Epson support.

7. Click **Add**. Your product appears in the Scanner Settings window.
8. Click **OK**.

I see the message Epson Scan 2 error has occurred and Epson Scan 2 will close. (E425-B101) when I scan a double-sided document. What should I do?

Make sure you're using the latest version of Epson Scan 2. For the latest version, go to the Downloads tab on your product's support page and download and install Epson Scan 2 version 6.4.20.0 or later.

Only part of my document scans. What should I do?

See below.

Note: Document Capture Pro (Windows) and Document Capture (Mac) are not available for the ES-300WR/ES-500WR.

Scanned Image is Cropped

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

- Select **Auto Detect** or **Auto Detect (Long Paper)** as the Document Size setting in Epson Scan 2, Document Capture Pro, or Document Capture.

  Note: The maximum paper length is 44 inches (1117.6 mm); select **Customize** to create a custom paper size.

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

How often should I replace the product rollers?

It is recommended that you replace the product rollers when you see a replacement message displayed on your computer.

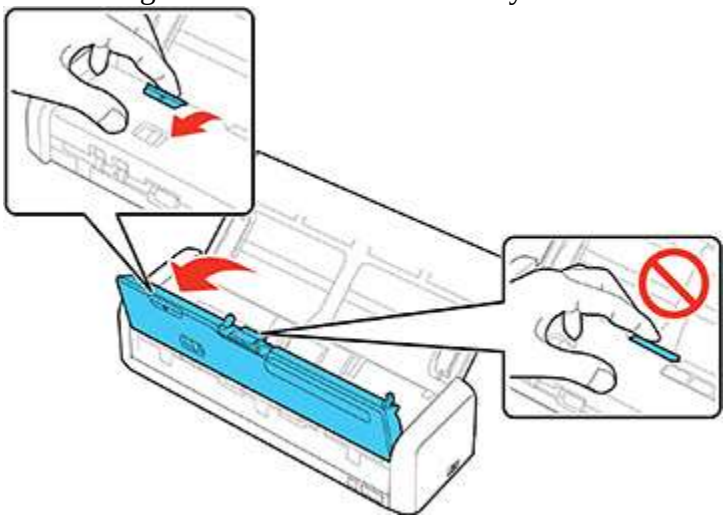
If you experience intermittent paper jams, clean the rollers. If this does not resolve the problem, replace the rollers sooner.

How do I replace the product rollers?

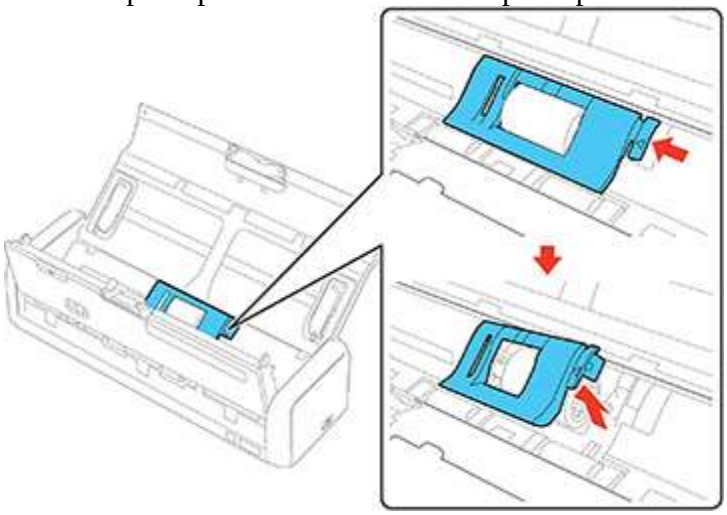
Replace the scanner rollers when you see a replacement message displayed on your computer. Check the scanner roller counter to see when you need to replace the rollers.

Note: The illustrations show the ES-300W/ES-300WR, but the instructions are the same for the ES-200.

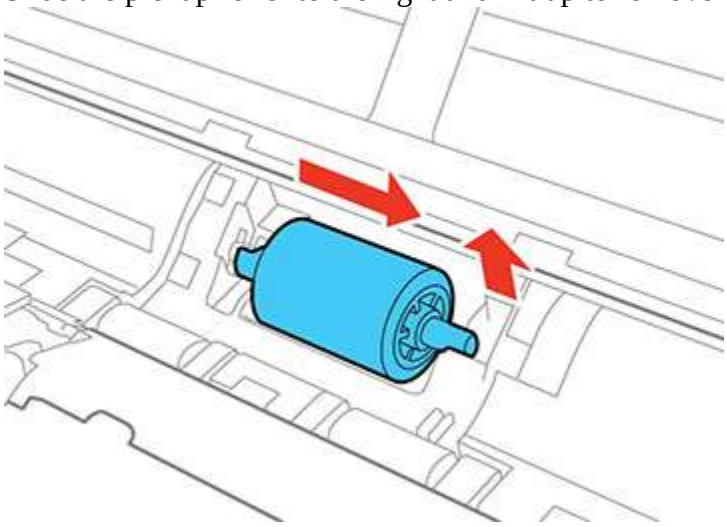
1. Turn off the scanner.
2. Unplug the AC adapter.
3. Disconnect any connected cables.
4. Pull the edge of the scanner cover firmly at the arrow mark to open it.



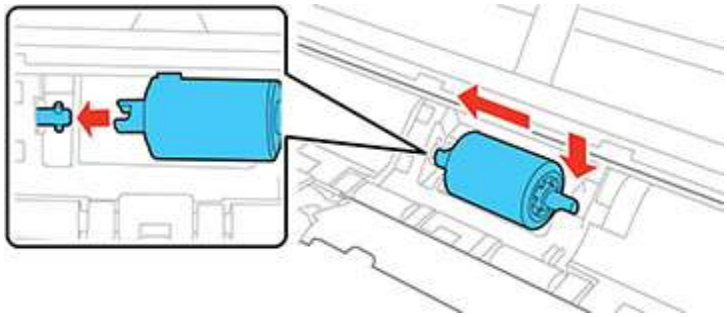
5. Press the pickup roller cover latch and pull up the cover to remove it.



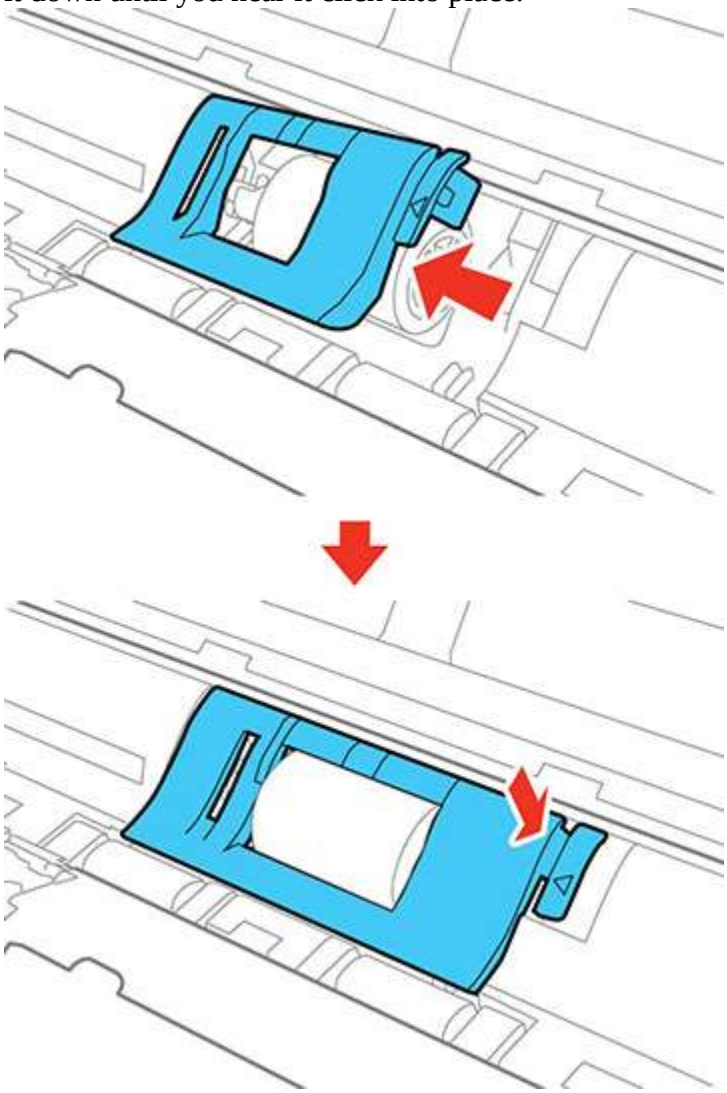
6. Slide the pickup roller to the right and lift up to remove it.



7. To install the new pickup roller, align the notch on the roller unit and slide it to the left. Press down to secure the roller.

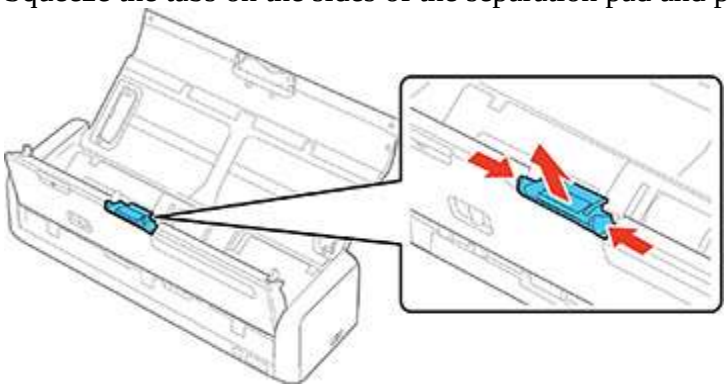


8. Align the left edge of the pickup roller cover into the notches as shown and press it down until you hear it click into place.

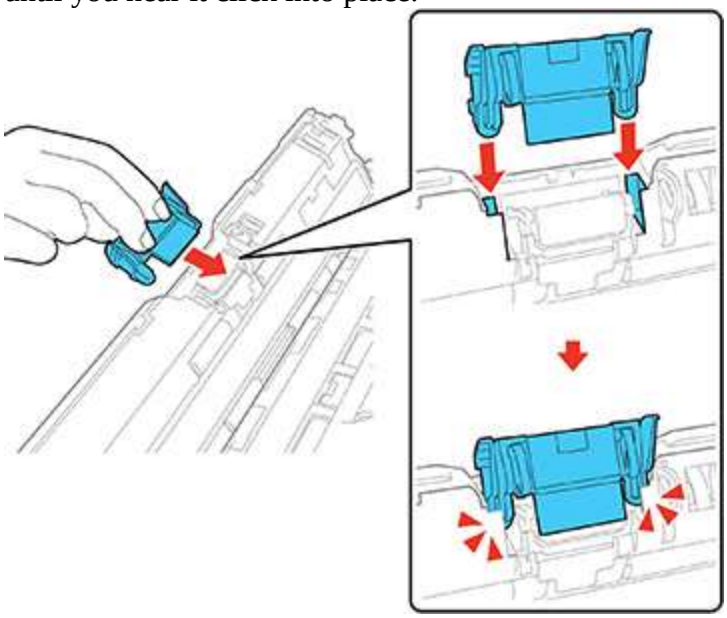


Note: If you are not able to close the cover, the pickup roller is not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

9. Squeeze the tabs on the sides of the separation pad and pull up to remove it.



10. To install a new separation pad, slide it into the groove as shown and push it in until you hear it click into place.



11. Close the scanner cover. Press the edge of the scanner cover firmly at the arrow mark until the scanner cover clicks into place.
12. Plug in the AC adapter and turn on the scanner.
13. Reset the roller counter after replacing the rollers.

How should I clean my product?

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

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

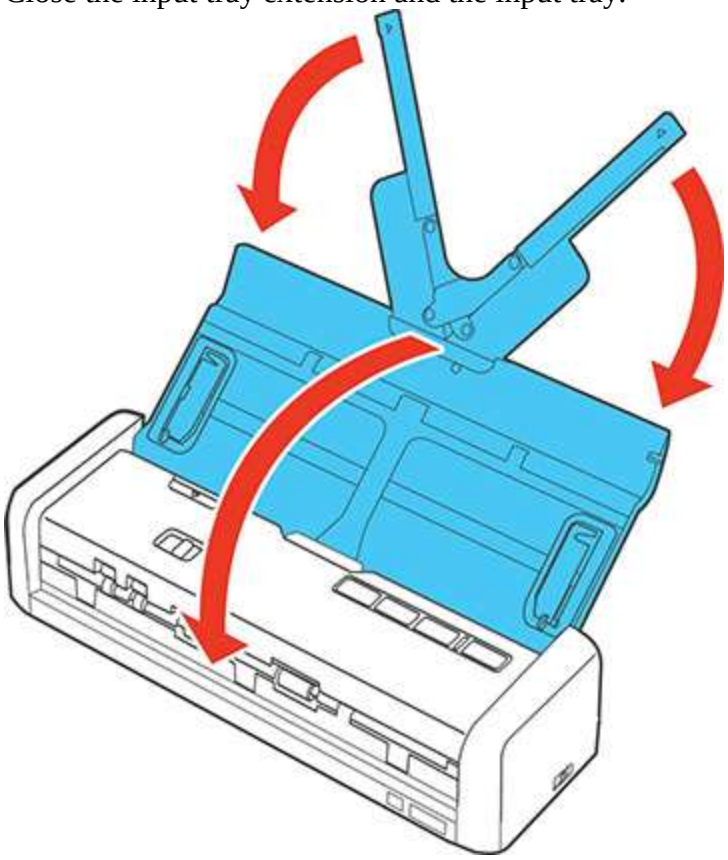
1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.
3. Clean the outer case with a soft, dry cloth. Do not use liquid or chemical cleansers.

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

How should I transport or store my product?

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

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



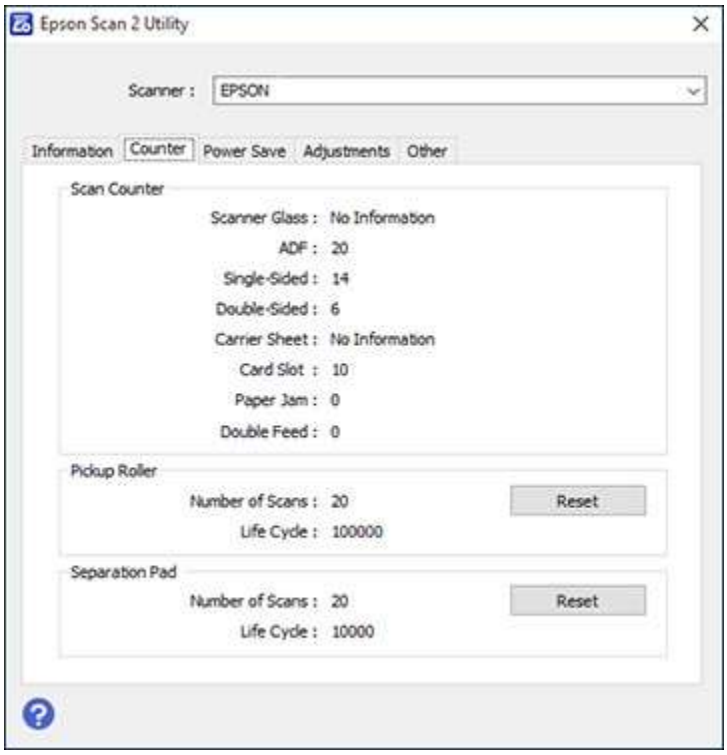
4. Place the scanner in its original packing materials, if possible, or use equivalent materials with cushioning around the product.

How do I reset the product's roller counter?

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

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

3. Click the **Counter** tab. You see a screen like this:



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

How should I clean the inside of my product?

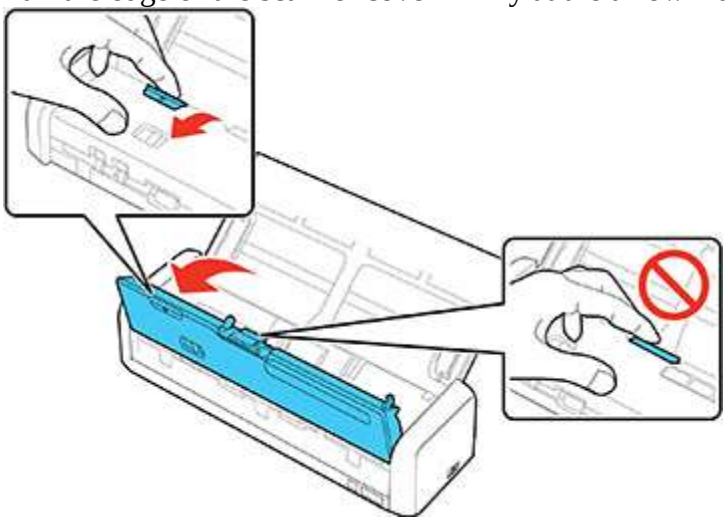
Clean your scanner regularly to make sure that no dust builds up on the glass scanning surfaces. Dust can cause spots or lines in your scanned images.

Note: The illustrations show the ES-300W/ES-300WR, but the instructions are the same for the ES-200.

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

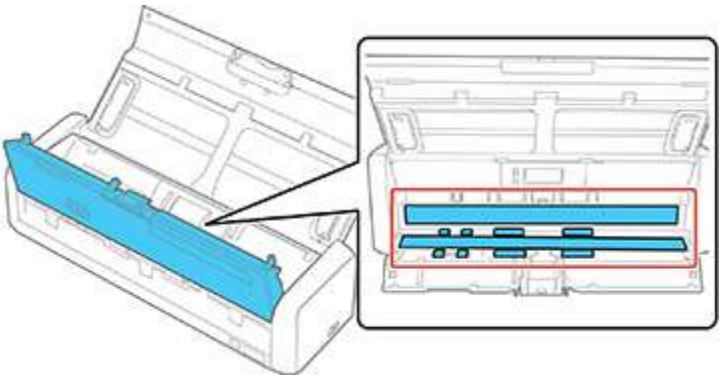
1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.

3. Pull the edge of the scanner cover firmly at the arrow mark to open it.

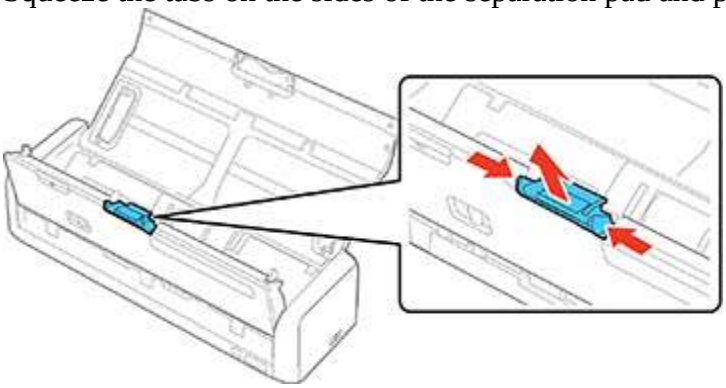


4. Use a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover.

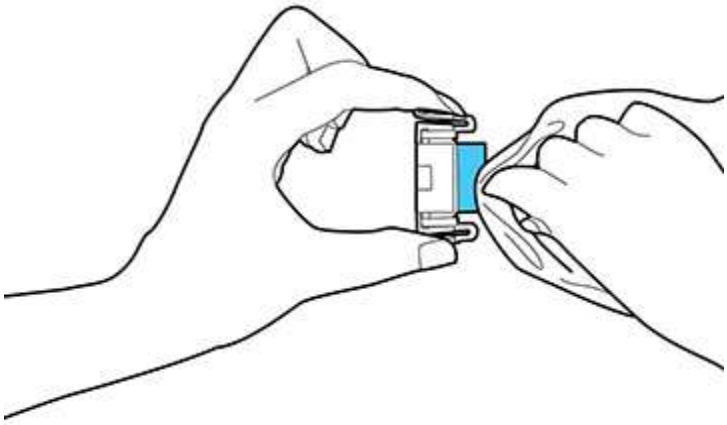
   Caution:
   Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.



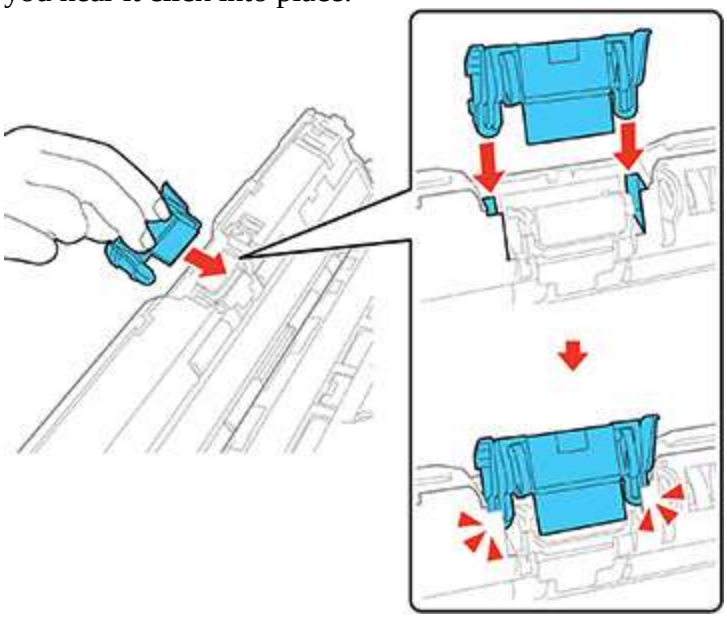
5. Squeeze the tabs on the sides of the separation pad and pull up to remove it.



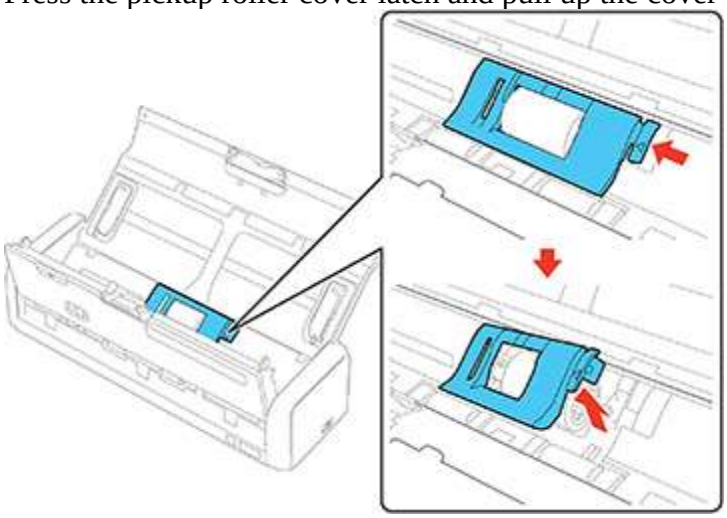
6. Use a soft cloth to wipe off any dust or dirt on the separation pad.



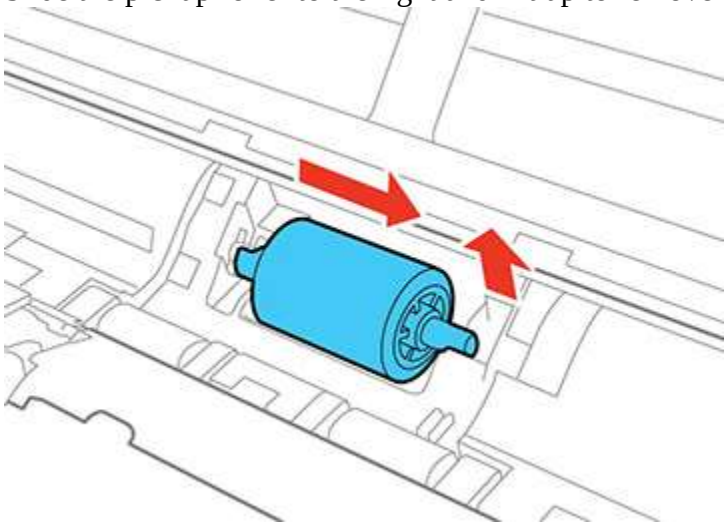
7. To replace the separation pad, slide it into the groove as shown and push it in until you hear it click into place.



8. Press the pickup roller cover latch and pull up the cover to remove it.



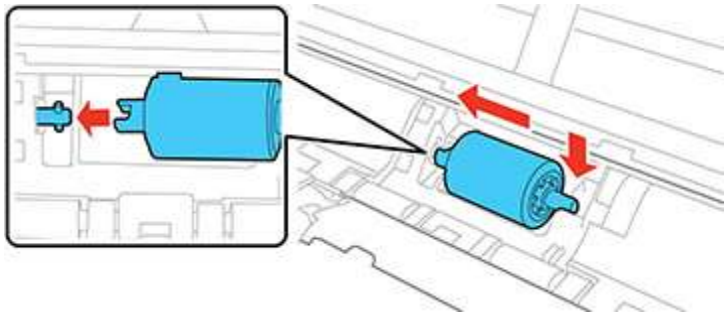
9. Slide the pickup roller to the right and lift up to remove it.



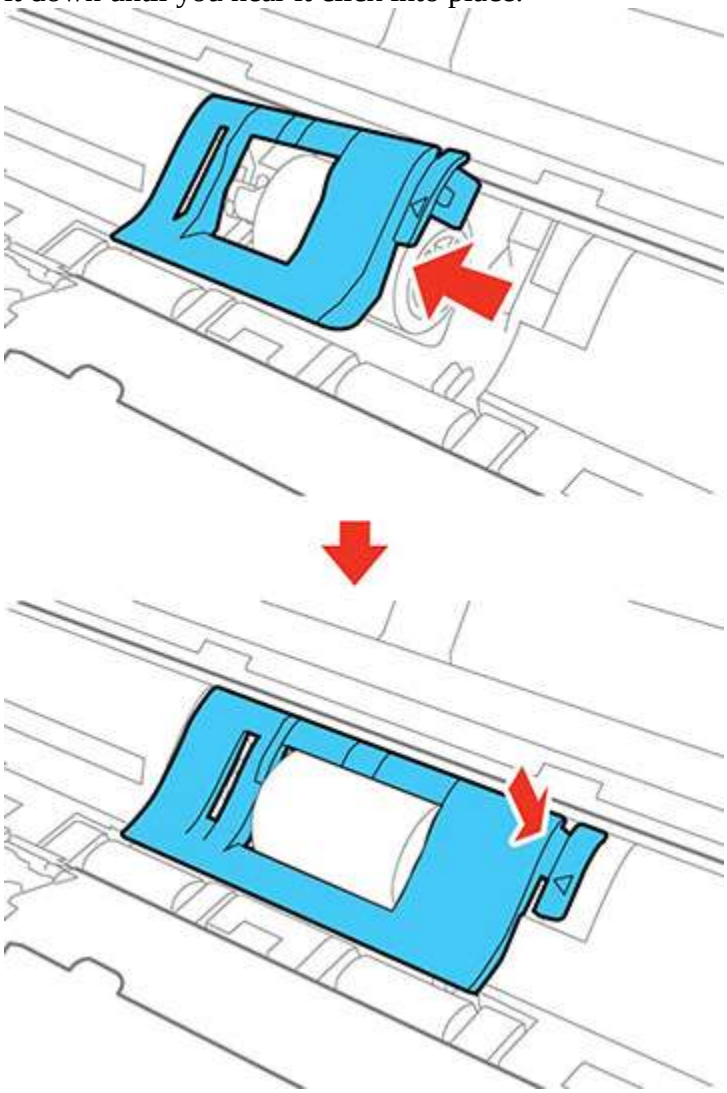
10. Wipe off any dust or dirt on the pickup roller using a soft, moist cloth.

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

11. To replace the pickup roller, align the notch on the roller unit and slide it to the left. Press down to secure the roller.



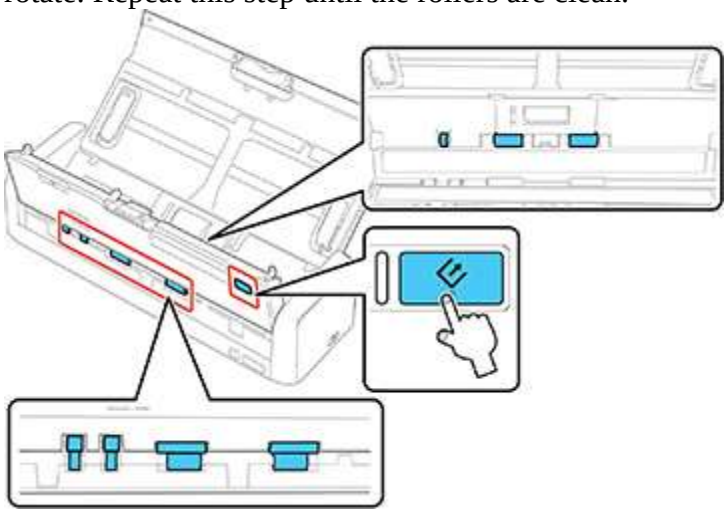
12. Align the left edge of the pickup roller cover into the notches as shown and press it down until you hear it click into place.



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

13. Plug in the AC adapter and press the ⏻ power button to turn on the scanner.
14. Hold down the ◈ start button for at least two seconds while opening the scanner cover. The rollers on the bottom move momentarily, and then the scanner enters cleaning mode. Press the ◈ start button several times to rotate the rollers shown here. Use a soft, moist cloth to wipe off any dust or dirt on the rollers as they

rotate. Repeat this step until the rollers are clean.



15. Close the scanner cover. Press the edge of the scanner cover firmly at the arrow mark until the scanner cover clicks into place.

What is the maximum document length I can scan with my product?

See the table below.

Length	Resolution
44 inches (1117.6 mm)	300 dpi

You need to create a custom Document Size to scan this length.

Note: Maximum scanning width is 8.5 inches (215.9 mm).

Scanning is slow. What should I do?

If scanning speed is slow, try these solutions:

- Lower the scan resolution. Go to **Settings** > **Scanner Settings** > **Scan Settings**. The Epson Scan 2 settings window appears. Select a lower resolution, and try scanning again.
- In the Epson Scan 2 window, click the icon. On the **Scan** tab, make sure **Quiet Mode** is disabled.

  Note: Quiet Mode is not available on all scanner models.