

# EPSON PRODUCT SUPPORT BULLETIN

Date: 9/07/2001

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Originator: TC & JD

Authorization: *JH*

Affected Product(s): EPSON Imaging Products (Scanners, Digital Cameras, and Stylus Scan Devices)

Subject: Compatibility Chart for Macintosh OS X Classic

This bulletin provides information on compatibility for EPSON Scanners, Digital Cameras, and Stylus Scan Series devices running in Macintosh OS X Classic mode. Mac OS X provides the Classic environment mode for Mac OS 9 compatible applications and device drivers. Classic mode will require Mac OS 9.1 system software. To setup Classic mode follow the steps below:

1. First install or upgrade your Macintosh system to OS 9.1 before installing OS X (for details refer to Apple's OS X documentation).
2. To start in Classic mode, click the *Classic* icon in System Preferences. To find *System Preferences* go to the *Apple Menu* or click on the icon in the *Dock* bar on the desktop. Classic mode can also be set up to start automatically during the log in process. (Refer to your Apple documentation for installation and operation of Macintosh OS X Classic and 9.1).
3. To run a Classic application, just double-click on it or a document created with the application.

## A) The following Epson models are supported in OS X Classic mode via USB.

Model	Driver Version	Connector Type
Perfection 610	TWAIN L 1.00E	USB
Perfection 636U	TWAIN 3.20A	USB
Perfection 640U	TWAIN L 2.01A	USB
Perfection 1200U	TWAIN 4.01A	USB
Perfection 1240U	TWAIN 5.00A	USB
Perfection 1640SU	TWAIN 5.00A	USB
Expression 1600	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1640XL	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1680	TWAIN Pro/Pro Network 2.00A *	USB
Stylus Scan 2000	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Stylus Scan 2500	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Photo PC 800/850Z/3000Z	EPSON Photo!3 (v.1.40E) ***	USB
Photo PC 3100Z	USB Storage Device ****	USB

**Note: MAC OS X Classic mode supports USB-native and network-capable devices. Classic mode does not support MAC Serial, SCSI or FireWire connected devices.**

### \* Expression Series Scanner Notes:

1. When installing the TWAIN driver and you are prompted to restart your computer, click Quit instead.
2. Click Stop to close the Classic environment. Close the System Preferences folder. Then restart the computer.
3. If you install PageManager v 2.40.05 for the Expression series scanners and the Start button does not work, restart the computer.

**\*\* Stylus Scan Notes:**

1. You must install the Stylus Scan drivers in a true 9.1 environment. Do not install in OS X Classic, the installation will hang. From the Printing and Scanning Software CD, open the Epson Stylus Scan 2xxx folder and click on the icon to install the drivers. When prompted, restart the computer. Make sure the startup disk is set to OS X before restarting. Start Classic and install Smart Panel.
2. You must install Smart Panel from its own folder. From the Software CD open the Smart Panel folder. Click on the Epson Smart Panel Installer icon to install. Before you can launch Smart Panel you must install the Stylus Scan Updater. The file can be downloaded from the Epson web site.

**\*\*\* Digital Camera Notes:**

1. EPSON Photo! 3 must be installed in a true Mac OS 9.1 environment. It cannot be installed in Mac OS X Classic mode. After installation, restart the computer in OS X, start Classic, then launch Photo! 3.
2. Use the EPSON *Camera Monitor Setup* dialog box in *Apple Menu Items* to assign an application before using the programmable *Push (Shutter) Button Function*.
3. You can use the *Push Button Function* in Classic mode.

**\*\*\*\*Photo PC 3100Z Notes:**

1. This camera is supported by Mac OS X native mode using the embedded Image Capture application.

**B) The following models are not supported in OS X Classic when using the connector type(s) described in the chart below.**

<b>Model</b>	<b>Connector Type</b>
Perfection 636	SCSI
Perfection 1200	SCSI
Expression 636	SCSI
Expression 800	SCSI
Expression 1600	SCSI/FireWire
Expression 1640XL	SCSI/FireWire
Expression 1680	SCSI/FireWire
Expression 836XL	SCSI
GT-10000 (PC platform only)	SCSI
GT-10000+ (PC platform only)	SCSI
GT-30000 (PC platform only)	SCSI/FireWire
Photo PC 500	Serial
Photo PC 600	Serial
Photo PC 650	Serial
Photo PC 700	Serial
Photo PC 750Z	Serial

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Reference:</b>	N/A
<b>Originator:</b>	AV
<b>Authorization:</b>	
<b>Affected Product(s):</b>	PhotoPC 700
<b>Subject:</b>	CompactFlash Cards on the PhotoPC 700

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## **Reason For This Bulletin:**

The purpose of this document is to inform you of a potential problem that can occur when using CompactFlash cards that have been formatted with 16 sectors per cluster instead of 8 sectors per cluster. In order for the card to perform correctly in the PhotoPC 700, a CompactFlash card must have eight sectors per cluster.

## **Possible Problems Encountered:**

1. Flashing "37" on the display panel after a picture is taken
2. Flashing "84" during image capture and download
3. The camera says "cannot display" during playback mode
4. Image is "X" out in Multi View but will display, in normal view.

If you experience any of these problems it is possible that the CompactFlash card came preformatted with sixteen sectors per cluster. If you have a PCMCIA drive, do a "CHKDSK" command on the card. If CHKDSK reports 4096 bytes in each allocation unit, then the card was formatted correctly with eight sectors per track. If CHKDSK reports that there are 8192 bytes in each allocation unit, that equals 16 sectors per track and the card should be reformatted.

## **Resolution:**

Reformat the card after attempting to download any images that might be saved.

To format the CompactFlash card please use the following procedure.

1. Insert the card in the camera and turn the camera on.
2. Put the camera in Playback mode
3. Press the Select button and choose the Photo Control menu.
4. Use the down arrow key and select "format card".
5. Once the format is complete, the card is ready for use.

**Note:** Formatting the card will erase all data. Therefore attempt to download any images before formatting the card. There is a small possibility that you may lose some of the pictures that were on the card, if the card was formatted incorrectly. This problem may affect some CompactFlash cards up to 16 MB. The camera will normally detect the wrong format on cards 24MB and higher.

## **Troubleshooting Tips:**

If you have an error [37] on the display panel, please try the following. If the unit is locked up turn off the camera and then turn it back on. That should clear the lock up. If it doesn't, make sure the camera is powered on, eject the card from the camera. Set the slider to playback and choose multiview. Reinsert the card (the camera is PCMCIA hot swap compatible). The pictures taken up until the error message are usually retrieved with no problems. If there is a red X on the picture or a black square, the picture may be lost. You may receive an error when trying to transfer errant pictures, such as "A communication error occurred with the camera. Please check that the camera is connected". If this occurs, turn the camera off, then on, and try again. After downloading the recoverable images, the card needs to be formatted as described above.