

EPSON PRODUCT SUPPORT BULLETIN

Date: 09/21/98

ECN No.: PSB.1998.09.001

Reference: N/A

Originator: SA

Authorization: *Kaa*

Affected Product(s): Expression 836XL ADF (Automatic Document Feeder)

Subject: Expression 836XL ADF Troubleshooting Tips

This bulletin provides Q&A format troubleshooting tips and information for the EPSON Expression 836XL scanner ADF software application bundle, when these applications are utilized with EPSON Twain Pro scanner utility program. The ADF software application bundle consists of the following software packages:

Adobe Acrobat 3.01 (Windows version only)

Adobe Acrobat Capture 2.01 (Windows version only)

Questions and Answers

Q1. How do I get the correct page size dimensions (e.g., 8.5x11 page size) when performing a scan using the ADF from the EPSON TWAIN PRO scanner utility program?

A1. From the EPSON TWAIN PRO scanner utility program UI screen, perform a PREVIEW scan by loading a correct size (e.g., 8.5x11 page) blank page into the feeder before scanning. For best results add a correct page size blank sheet of paper at the bottom of the stack, then perform a PREVIEW scan followed by the scan process.

Q2. How do I prevent reverse page layout order when scanning multiple double-sided pages using Acrobat Capture? What options can be selected during the scan process to get all of the scanned pages in consecutive order?

A2. From Adobe Acrobat Capture's SCAN screen, set the START SCANNING AT option to BACKSIDE and specify OF SHEET NUMBER as number of sheets x 2 (for example, when scanning 3 double sides pages enter 6 for the number of sheets to be scanned). This will scan and reorder all scanned pages in consecutive order.

Q3. In what orientation should paper be loaded into the ADF?

A3. Always use portrait orientation document face up when loading paper into the ADF.

Q4. When scanning from Acrobat Capture 2.01, after the first page (both sides) is scanned, the application errors out with the following error "An internal error has occurred, operation stopped". What is the cause of this error message and how can it be corrected?

A4. EPSON TWAIN PRO has encountered a resolution for the specified page size that is not supported by Adobe Capture 2.01 application. To correct this problem for all available listed page sizes, set the OCR scan resolution in EPSON TWAIN PRO to as follows:

<u>Page Size</u>	<u>Resolution Settings</u>
Letter Size Page (8.5x11)	240dpi and above
Legal Size Page (8.5x14)	240dpi and above
Tabloid Size Page (11x17)	200dpi, 240dpi, 266DPI and 350dpi and above

Q5. Adobe Acrobat Exchange (part of the Adobe Acrobat 3.01 package) allows a SCAN option. Can this option be used for scanning with the EPSON Expression 836XL scanner and ADF?

A5. Use Adobe Acrobat Capture for all scanning needs. This application is specifically designed to support duplex scanning and larger tabloid size paper. The SCAN option from Adobe Exchange can be used for simplex and flatbed scanning only by using the Acrobat 3.01 embedded ISIS (ver 1.61) driver.

Q6. Can the EPSON TWAIN PRO scanner utility program be used with Adobe Exchange for scanning?

A6. The 16-bit TWAIN PRO driver can be used with Adobe Exchange, but it only offers limited 16-bit features. The EPSON TWAIN PRO 32-bit driver is not compatible with Adobe Exchange. Do not use this driver at any time. If accessed, it will result in freezing the computer system. If this occurs use CLOSE PROGRAM – END TASK option to end Adobe Exchange, followed by a proper SHUT DOWN process from the START menu.