



Epson ScanSmart User's Guide

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Epson ScanSmart User's Guide



Welcome to the Epson ScanSmart *User's Guide*.

Note: Depending on your product and software version, certain features may not be available.

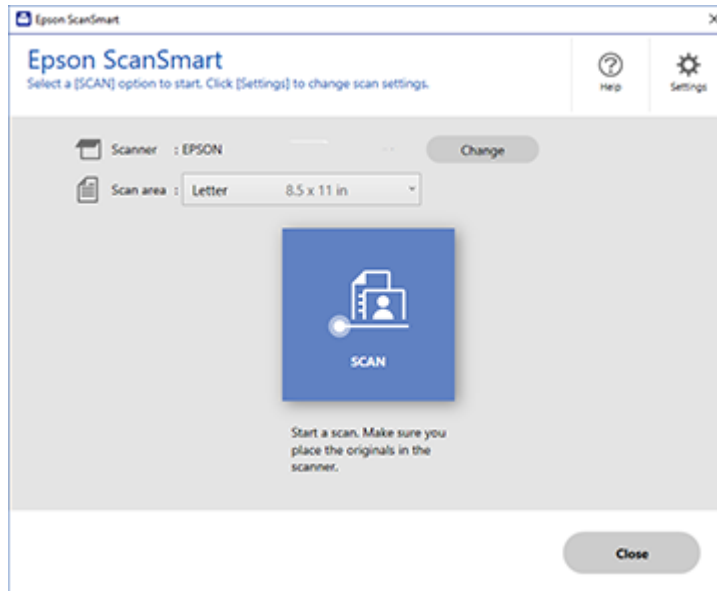
Scanning a Document in Epson ScanSmart

You can scan and review documents and photos in Epson ScanSmart.

Note: The images in this guide show Windows screens. Mac screens may be slightly different. Depending on your product model and software version, not all options may be available.

1. Load your original into the product. See your product's *User's Guide* for instructions.
2. Open Epson ScanSmart on your computer. Do one of the following:
 - **Windows 10:** Click  > **Epson Software** > **Epson ScanSmart**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson ScanSmart**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Epson ScanSmart**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson ScanSmart**.

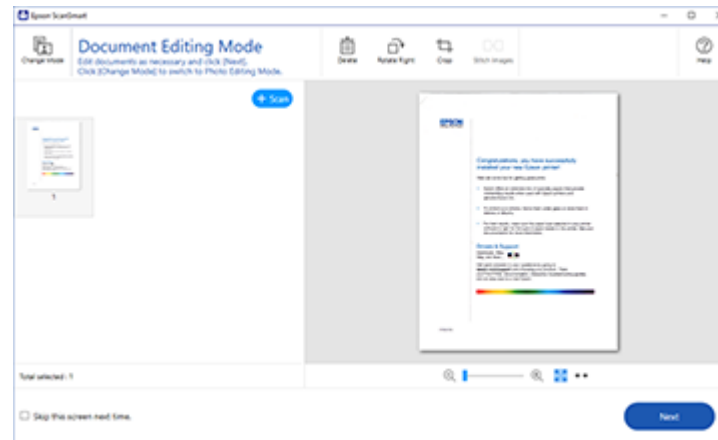
You see a screen like this:



3. Select an option for the **Scan Area** setting, if necessary.

Note: The **Scan Area** setting limits the scan area to a selected size starting at the placement arrow on the scanner bed. It does not scale the image to the selected size.

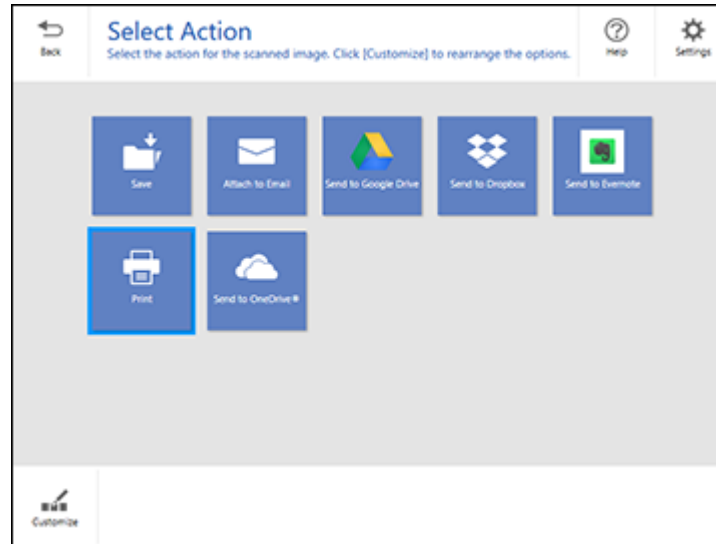
4. Select a scan option. Depending on your product, one or more scan options may be available. The original is scanned. When scanning is complete, you see a screen like this:



5. You can review, edit, or reorder the scanned images as follows:
 - Select **+ Scan** to scan more originals.
 - Select **Delete** to delete selected scanned images.
 - Select **Rotate Right** to rotate each scanned image.
 - Select **Crop** to crop the selected image.
 - Control-click two images, select **Stitch Images**, and follow the on-screen instructions to combine them into a single image.
 - If you scanned double-sided, select **On** or **Off** as the **Include back sides** setting if you want to keep or discard the back sides of scanned images.
6. If your product supports Photo Mode, the following enhancement options may be available:
 - **Auto Color Enhancement:** automatically adjusts the brightness, contrast, and saturation of your photos

- **Restore Faded Colors:** restores the colors in faded photos automatically
 - **Remove Red Eye:** automatically removes the red-eye effect from your photos
7. When you finish reviewing and editing the scanned images, click **Next**.

You see a screen like this:



8. Select an option to save, send, or print the scanned images. See the links below.

[Saving a Scan](#)

[Attaching a Scan to Email](#)

[Sending a Scan to a Cloud Service](#)

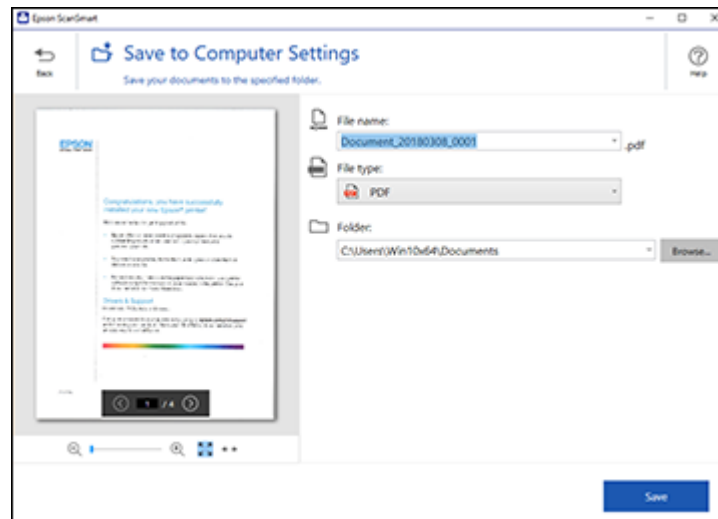
[Printing a Scan](#)

Saving a Scan

You can save a scanned image to your computer in a variety of formats.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click **Save**.

You see a screen like this:



3. Change the settings as follows:
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.
 - Select the folder on your computer where the document is saved.
4. Click **Save**.

Parent topic: [Scanning a Document in Epson ScanSmart](#)

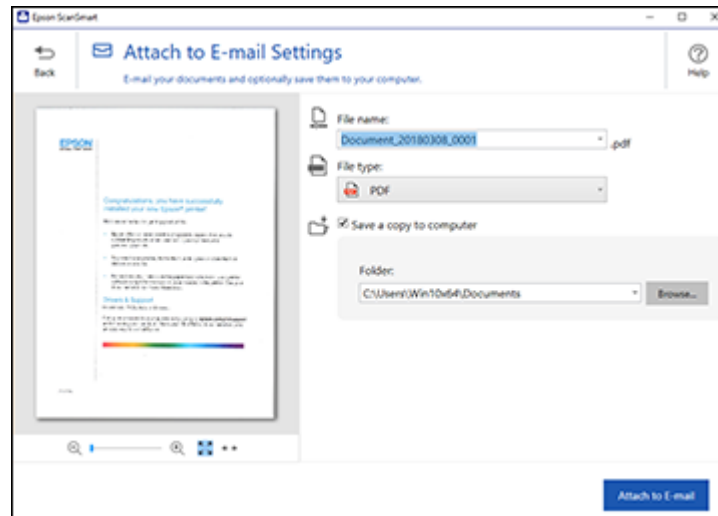
Attaching a Scan to Email

You can attach a scanned image to an email as a file attachment.

Note: Your email app and account settings should be configured before scanning. You must install a MAPI-type email program such as Outlook Express, Windows Live Mail, Entourage, or Mac Mail. Web-based email services such as Gmail are not supported. If you do not have a supported email program, you see an error message.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click **Attach to Email**.

You see a screen like this:



3. Change the settings as follows:
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.
 - If you also want to save a copy of the scanned image to your computer, make sure the checkbox is selected and select the folder on your computer in which to save the file.
4. Click **Attach to E-mail**.

Your email program opens with the file attached to a new email.

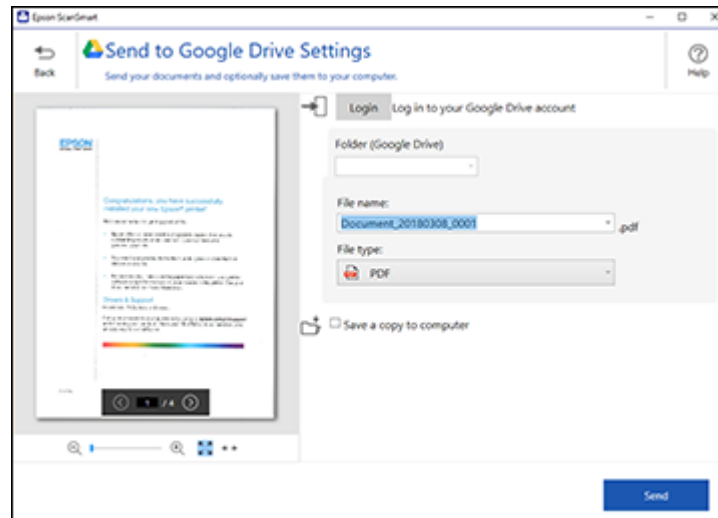
Parent topic: [Scanning a Document in Epson ScanSmart](#)

Sending a Scan to a Cloud Service

You can upload scanned images to a cloud service.

1. Make sure your originals are scanned and reviewed. See the link below.

2. In the **Select Action** window, click one of the cloud service send options.
You see a screen like this:



3. Log in to your account.

Note: You may need to allow Epson ScanSmart access to your account. The first time you log in, you may be prompted to enter an authentication code.

4. Change the settings as follows:
 - Select the folder in your account where you want to send the document.
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.
 - If you also want to save a copy of the scanned image to your computer, click the checkbox.
5. Click **Send**.

Parent topic: [Scanning a Document in Epson ScanSmart](#)

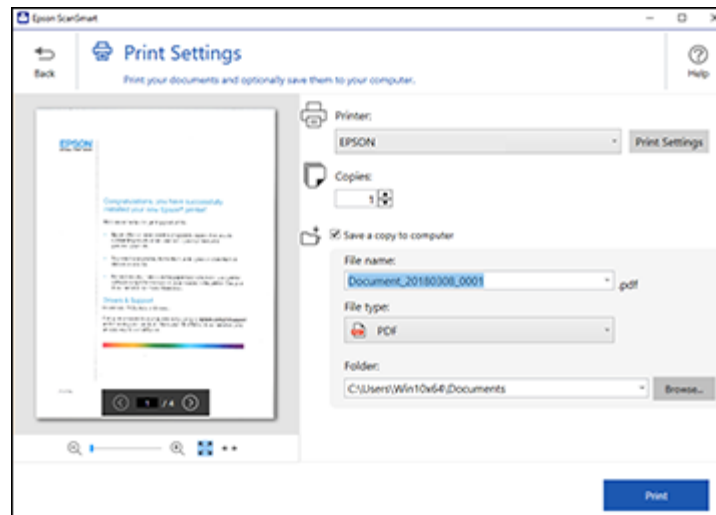
Printing a Scan

You can print your scanned image and save the scanned file to your computer.

Note: Printing scanned images is available only with Epson printers.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click **Print**.

You see a screen like this:



3. Change the settings as follows:
 - Select the Epson printer and change the print settings, if necessary.
 - Select the number of copies you want to print.
 - If you also want to save a copy of the scanned image to your computer, click the checkbox.
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats. If you select Searchable PDF as the **File type** setting, you can select the OCR (Optical Character Recognition) language.
 - Select the folder on your computer in which to save the file.

4. Click **Print**.

Parent topic: [Scanning a Document in Epson ScanSmart](#)

Selecting Epson ScanSmart Settings

After starting Epson ScanSmart, you can change various scanning settings.

[Changing the Epson Product](#)

[Changing the Scan Settings](#)

[Changing the File Name Settings](#)

[Changing the Save Settings](#)

[Customizing Action Icons](#)

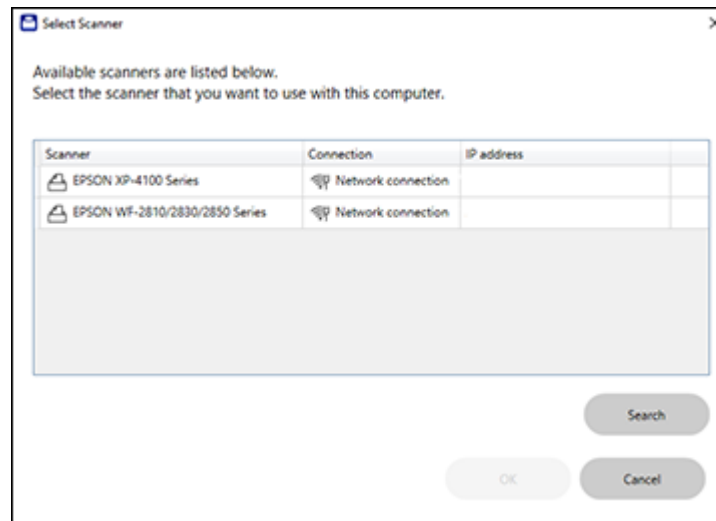
Changing the Epson Product

If you are using more than one Epson product with Epson ScanSmart, you can change the product that you are using with your computer.

Note: A product connected to your computer via USB takes priority over a product with a Wi-Fi connection.

1. On the main screen, click **Change**.

You see a screen like this:



2. Select the Epson product you want to use with your computer and click **OK**.

Parent topic: [Selecting Epson ScanSmart Settings](#)

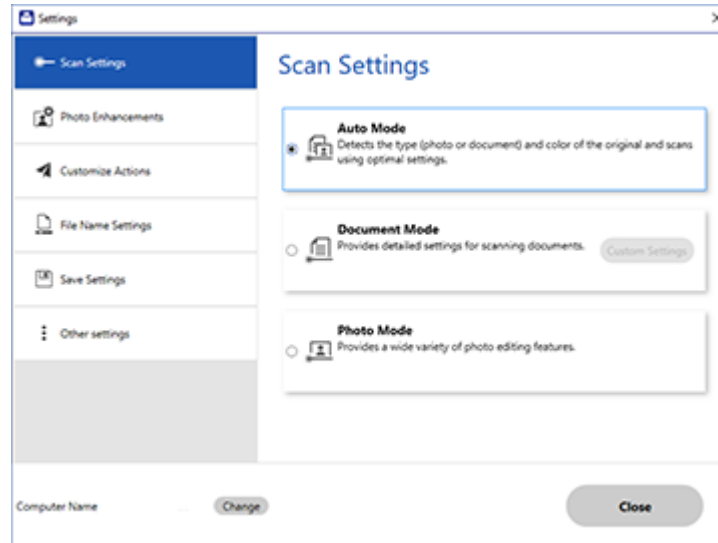
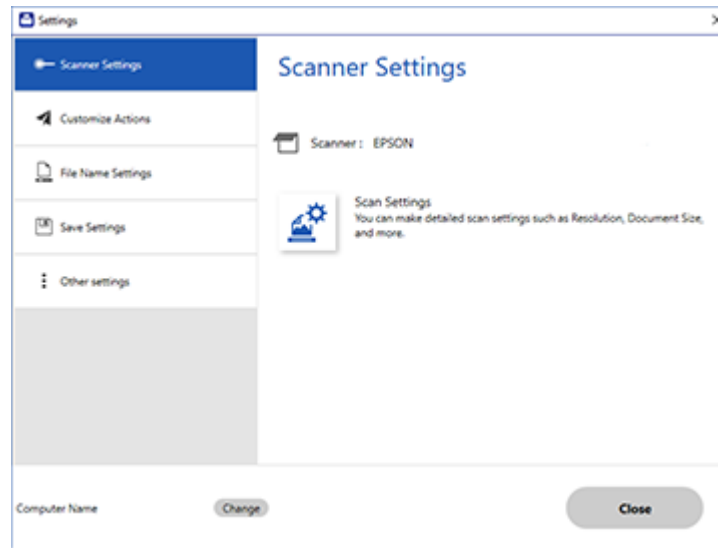
Changing the Scan Settings

You can change detailed scan settings such as the resolution, document size, and more.

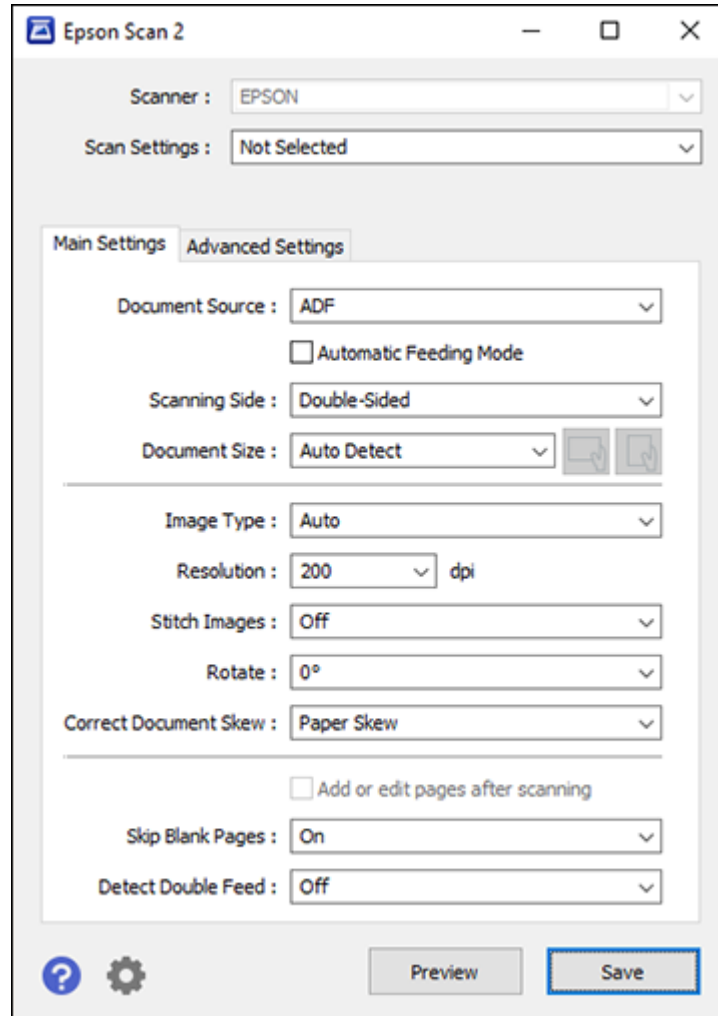
Note: If you select **Auto Mode**, you cannot change the scan settings. Not all products support selecting modes.

1. Click the  **Settings** button.

Depending on your product, you see a screen like one of the following:



2. Do one of the following, depending on your product:
 - If your product does not support Photo Mode, select **Scan Settings**.
 - To change Document Mode settings, select **Document Mode > Custom Settings**.
 - To change Photo Mode settings, select **Photo Mode** and click **Close**. When you start a scan, you will be prompted to select scan settings.
 - You see a screen like this:



3. Change the settings as necessary and click **Save**.

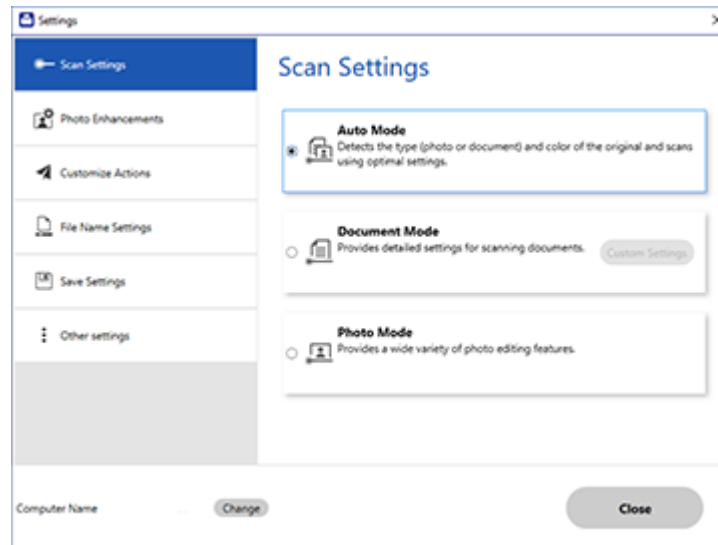
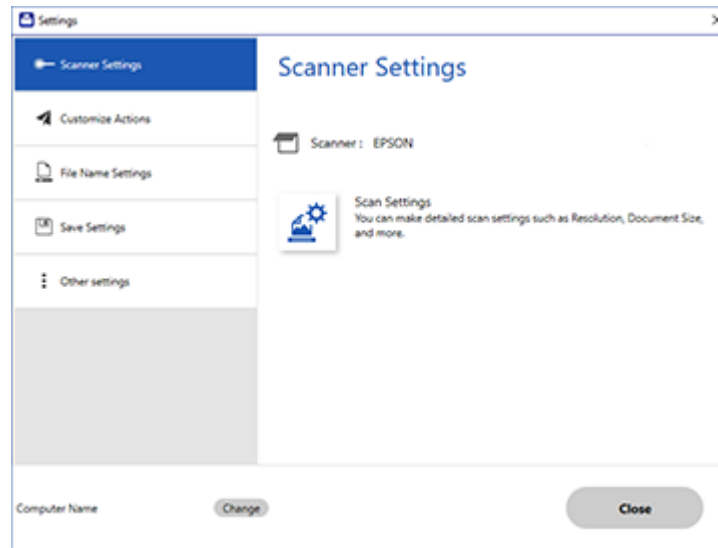
Parent topic: [Selecting Epson ScanSmart Settings](#)

Changing the File Name Settings

You can change the default file naming method for your scans.

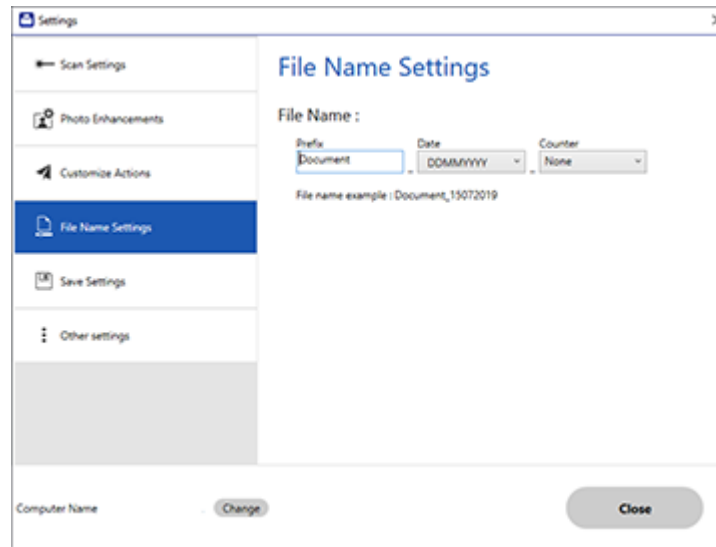
1. Click the  **Settings** button.

Depending on your product, you see a screen like one of the following:



2. Click the **File Name Settings** tab.

You see a screen like this:



3. Change the settings as necessary:
 - Enter a prefix for the file name.
 - Select the date format.
 - Select a numbering format as the counter format.
4. Click **Close**.

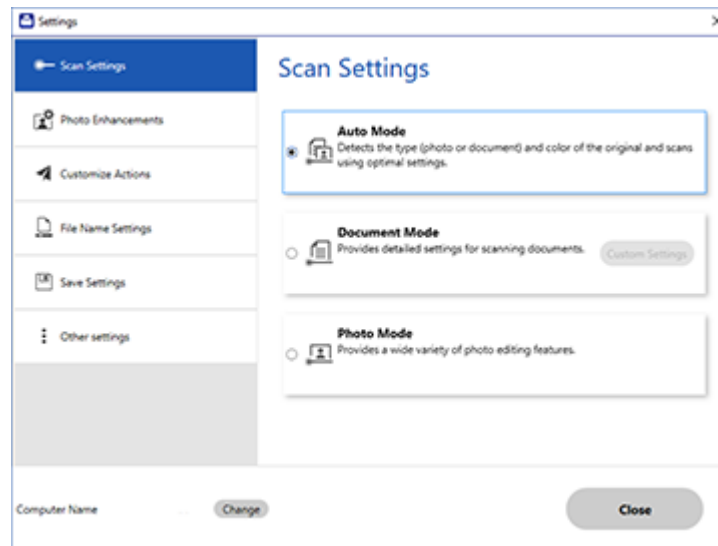
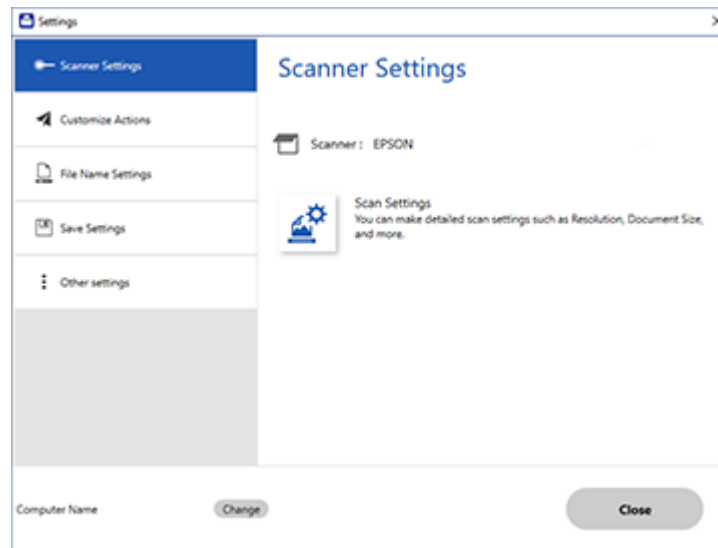
Parent topic: [Selecting Epson ScanSmart Settings](#)

Changing the Save Settings

You can change the file type options for saving your scans.

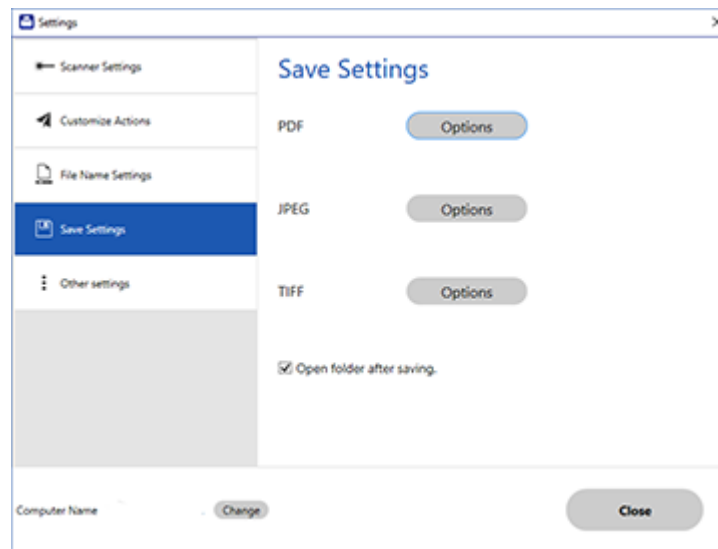
1. Click the  **Settings** button.

Depending on your product, you see a screen like one of the following:



2. Click the **Save Settings** tab.

You see a screen like this:



3. Click **Options** for a file format and change the settings as necessary.
4. Click **Open folder after saving** to open the file folder after a file is saved.
5. Click **Close**.

[Save Settings](#)

Parent topic: [Selecting Epson ScanSmart Settings](#)

Save Settings

You can change the settings for how scanned images are saved.

PDF Options

Setting	Options	Description
General	Generate PDF/A File	Creates a PDF that conforms to PDF/A-1 standards
	Create file with all pages	Saves all pages as one file
	Compression Level	Selects the compression level for color or grayscale images
Security	Open File Password	Set a password to open the file
	Protect Property Settings	Sets a password to protect file properties and allows for restrictions on file editing and printing

JPEG Options

Setting	Options	Description
Image Quality Options	—	Sets a compression level by moving a slider or entering a value. File size increases when high resolution is selected.
Encoding (Windows only)	Standard	Images load from top to bottom in a web browser. It takes longer to load the entire image.
	Progressive	Images first load completely at low resolution and then adjust to high resolution in a web browser
Embed ICC Profile (Windows only)	—	Allows you to add ICC profiles to the image

TIFF Options

Setting	Options	Description
Byte Order	Windows Macintosh	Specifies the operating system where the scanned image will be used

Setting	Options	Description
Compression (Windows only)	—	Specifies the compression format and level for Color/Grayscale and B&W images. File size increases with higher quality.
Embed ICC Profile (Windows only)	—	Allows you to add ICC profiles to the image

Parent topic: [Changing the Save Settings](#)

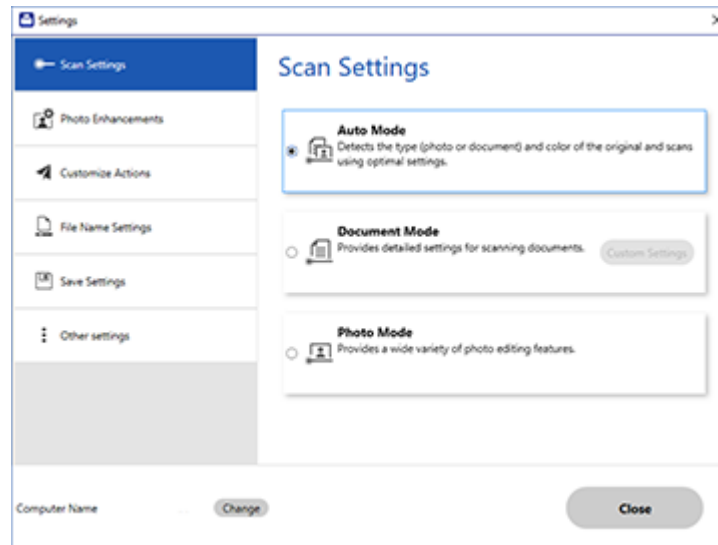
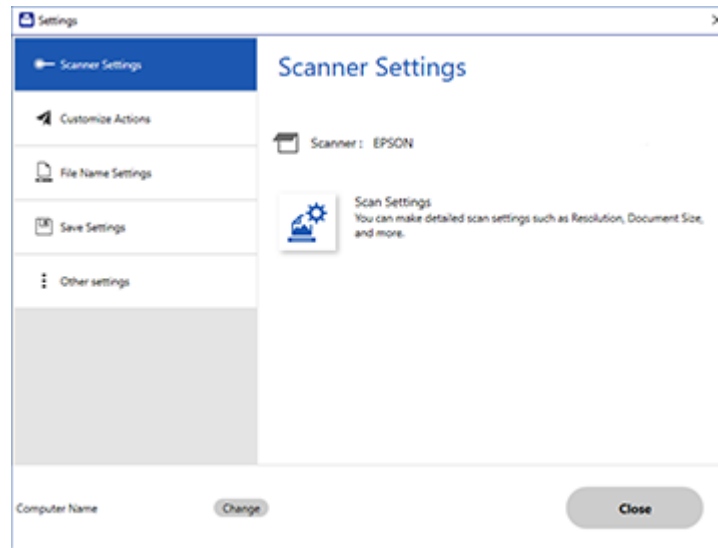
Customizing Action Icons

You can customize which scan action icons appear on the **Select Action** screen.

Note: You can also customize them by clicking the **Customize** icon on the **Select Action** screen.

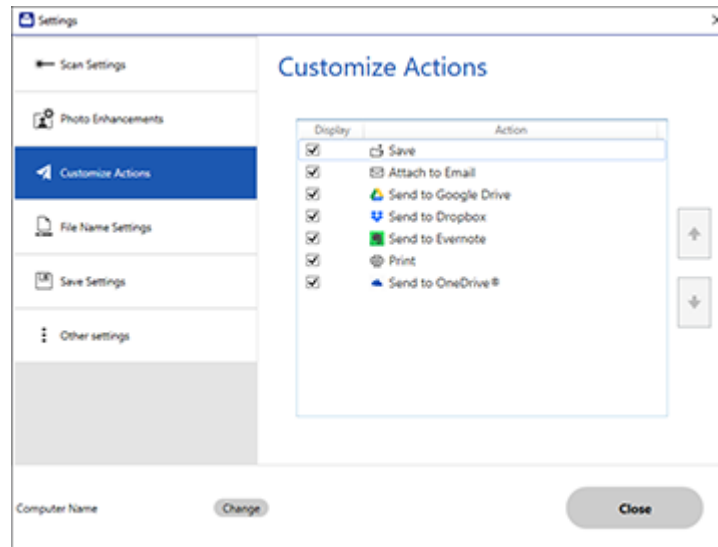
1. Click the  **Settings** button.

Depending on your product, you see a screen like one of the following:



2. Click the **Customize Actions** tab.

You see a screen like this:



3. Choose which action icons to display by selecting or deselecting each checkbox. Click the arrow icons to move the icons up or down in the display order you want.

4. Click **Close**.

Parent topic: [Selecting Epson ScanSmart Settings](#)

Solving Epson ScanSmart Problems

Check the solutions in these sections if you have problems scanning using Epson ScanSmart.

[Cannot Scan Over a Network](#)

[Cannot Send Scans to a Cloud Service](#)

[Scanning Speed is Slow](#)

[Solving Scanned Image Quality Problems](#)

Cannot Scan Over a Network

If you cannot scan over a network with Epson ScanSmart or start the Epson Scan 2 Utility, try these solutions:

- Make sure the computer and product are connected to the same network (or network segment/VLAN).
- Move the product and computer or smart device closer to the router or access point.
- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.
- Check the network connection setting in the Epson Scan 2 Utility.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- If you see the message "Network product is not available: currently being used by user", there may be a communication error between the product and computer. Restart the product.
- If the Firewall function is active, the product may not be discovered by the Epson Scan 2 Utility. Open the Epson Scan 2 Utility, enter the IP address for your product, and click **Add**.
- If the product and computer cannot communicate and are connected to the same network (or network segment/VLAN), the privacy separator on your router must be disabled. Follow the instructions in your router documentation to disable the privacy separator.

Parent topic: [Solving Epson ScanSmart Problems](#)

Cannot Send Scans to a Cloud Service


If you cannot send a scan to a cloud service, try these solutions:

- Make sure the login information you entered for the cloud service is correct.
- Make sure the cloud service is not down for system maintenance. Check the cloud service website for more information.

Parent topic: [Solving Epson ScanSmart Problems](#)

Scanning Speed is Slow

If scanning speed is slow, try these solutions:

- Lower the scan resolution in the Epson Scan 2 settings. 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 products.

Parent topic: [Solving Epson ScanSmart Problems](#)

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

[Back of Original Image Appears in Scanned Image](#)

[Scanned Characters are Blurry](#)

[Characters are Not Recognized During Conversion to Editable Text \(OCR\)](#)

[Ripple Patterns Appear in an Image](#)

[Streaks Appear in All Scanned Images](#)

[Scanned Image is Cropped](#)

[Image Consists of a Few Dots Only](#)

[Straight Lines in an Image Appear Crooked](#)

[Image is Distorted or Blurry](#)

[Image is Too Dark](#)

[Scanned Image Colors Do Not Match Original Colors](#)

[Resetting the Epson Scan 2 Settings](#)

Parent topic: [Solving Epson ScanSmart Problems](#)

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, select **Settings > Scanner Settings > Scan Settings** and try these solutions:

- On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
- On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

- On the **Advanced Settings** tab, select **Remove Background** and choose a setting.

Note: The **Text Enhancement** and **Remove Background** settings depend on the selected **Image Type**.

Parent topic: [Solving Scanned Image Quality Problems](#)

Scanned Characters are Blurry

If characters in your scanned images are blurry, try these solutions:

- Make sure you do not move the product or original while scanning.
- Operate the product on a flat, stable surface.
- Make sure the originals are ejecting properly.
- Select **Settings > Scan Settings** and try adjusting these settings and scanning again:
 - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
 - On the **Main Settings** tab, try increasing the **Resolution** setting.
 - On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

Note: The **Text Enhancement** setting depends on the selected **Image Type**.

- If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting on the **Advanced Settings** tab. (The **Image Option** must be set to **None**.)

Parent topic: [Solving Scanned Image Quality Problems](#)

Characters are Not Recognized During Conversion to Editable Text (OCR)

If characters in your scanned images are not recognized during OCR conversion, try these solutions:

- Make sure your original is loaded straight on your product.
- Use an original with clear text.
- When saving scanned images as Searchable PDFs, make sure the correct OCR language is selected.
- Adjust the following Epson Scan 2 settings if available, and try scanning again:
 - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
 - On the **Main Settings** tab, set the **Resolution** between 200 and 600 dpi.
 - On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

Note: The **Text Enhancement** setting depends on the selected **Image Type**.

- If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting on the **Advanced Settings** tab. (The **Image Option** must be set to **None**.)

Parent topic: [Solving Scanned Image Quality Problems](#)

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, select **Settings > Scanner Settings > Scan Settings** and try adjusting these settings and scanning again:

- On the **Main Settings** tab, try decreasing the **Resolution** setting.
- On the **Advanced Settings** tab, select the **Descreening** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Streaks Appear in All Scanned Images

If streaks appear in all your scanned images, try these solutions:

- Clean the glass surfaces inside your scanner as described in your product *User's Guide*.
- On the Epson Scan 2 Settings dialog, select the Configuration icon, then select the Notification tab and make sure the **Glass surface dirt alert** checkbox is active.
- Keep the document cover closed to prevent dirt or dust from getting inside.

Parent topic: [Solving Scanned Image Quality Problems](#)

Scanned Image is Cropped

If the edges of a scanned image are cropped, select **Settings > Scanner Settings > Scan Settings**, adjust the following settings, and try scanning again:

- On the **Main Settings** tab, set the **Document Size** setting to **Auto Detect**.
- You can also select **Document Size > Settings** and adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- On the **Advanced Settings** tab, set the **Edge Fill** setting to **None**.

Parent topic: [Solving Scanned Image Quality Problems](#)

Image Consists of a Few Dots Only

If your scanned image consists only of a few dots, try these solutions:

- Make sure you placed your original for scanning facing the correct way.
- Select **Settings > Scanner Settings > Scan Settings**. On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
- If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting on the **Advanced Settings** tab. (The **Image Option** must be set to **None**.)

Parent topic: [Solving Scanned Image Quality Problems](#)

Straight Lines in an Image Appear Crooked

If straight lines in an original appear crooked in a scanned image, try these solutions:

- Make sure to place your original straight when you scan it.
- Clean the glass surfaces inside your scanner as described in your product *User's Guide*.
- Keep the document cover closed to prevent dirt or dust from getting inside.

Parent topic: [Solving Scanned Image Quality Problems](#)

Image is Distorted or Blurry

If a scanned image appears distorted or blurry, try these solutions:

- Make sure your original is not wrinkled or warped. This may prevent the original from laying flat when passing over the scanner sensors.
- Do not move your original or your scanner during scanning.
- Your product will not operate properly while tilted at an angle. Place your product on a flat, stable surface that extends beyond its base in all directions.
- Select **Settings > Scanner Settings > Scan Settings**, adjust the following settings, and try scanning again:
 - On the **Main Settings** tab, try increasing the **Resolution** setting.
 - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
 - If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting on the **Advanced Settings** tab. (The **Image Option** must be set to **None**.)
 - If the **Image Type** is set to **Color** or **Grayscale**, select the **Unsharp Mask** setting on the **Advanced Settings** tab. Change the **Text Enhancement** setting to **High**.

Parent topic: [Solving Scanned Image Quality Problems](#)

Image is Too Dark

If your scanned image is too dark, try these solutions:

- Select **Settings > Scanner Settings > Scan Settings**, adjust the following settings, and try scanning again:
 - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
 - If the **Image Type** is set to **Color** or **Grayscale**, adjust the **Brightness** setting on the **Advanced Settings** tab.
- Check the brightness and contrast settings of your computer monitor.

Parent topic: [Solving Scanned Image Quality Problems](#)

Scanned Image Colors Do Not Match Original Colors

Printed colors can never exactly match the colors on your computer monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

Check the color matching and color management capabilities of your computer, display adapter, and the software you are using to see if they are affecting the palette of colors you see on your screen.

To adjust the colors in your scanned image, select **Settings > Scanner Settings > Scan Settings**, adjust the following settings, and try scanning again:


- On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
- If the **Image Type** is set to **Color** or **Grayscale**, adjust the **Contrast** setting on the **Advanced Settings** tab.
- If the **Image Type** is set to **Black & White**, adjust the **Color Enhance** setting on the **Advanced Settings** tab.

Parent topic: [Solving Scanned Image Quality Problems](#)

Resetting the Epson Scan 2 Settings

If you continue to experience image quality problems after trying all possible solutions, you may need to reset the Epson Scan 2 settings using the Epson Scan 2 Utility.

1. Do one of the following to start the Epson Scan 2 Utility:
 - **Windows 10:** Click  > **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**, and select **All Programs** or **Programs**. Select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.
2. Click the **Other** tab.
 3. Click **Reset**.

Note: If resetting the Epson Scan 2 settings does not solve your problem, uninstall Epson Scan 2 and re-install it.

Parent topic: [Solving Scanned Image Quality Problems](#)

Trademarks

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