

EPSON®
GT-10000

COLOR SCANNER
USER'S GUIDE

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Chapter 1

Welcome!

The EPSON® GT-10000 is a 36-bit, large-format professional scanner that delivers superior results and versatility for business users and graphic artists alike. It's ideally suited for small LAN (local area network) users who want to share a scanner within their workgroup. Using EPSON's ColorTrue® Imaging System, the scanner captures text and images with amazing detail and accurate colors. Its 600 × 2400 dpi optical resolution and 11 × 17-inch scan bed let you quickly capture incredibly sharp images from practically any size source document. The scanner also includes a state-of-the-art PCI SCSI interface board for use on a Microsoft® Windows® system or network, and a collection of powerful scanning and application software.



About Your Scanner

Your EPSON GT-10000 scanner includes these features:

- EPSON scanner software lets stand-alone users or network clients control scanning directly from their workstation.
- Large scan bed and optional auto document feeder let you quickly scan anything from a two-page book spread to a double-sided, 50-page document.
- Convenient ↻ Start button on the scanner lets you place your document and start your scan, then automatically send the scanned image back to your workstation.
- Powerful batch scanning capability lets you scan multiple documents of various types in one pass, and even scan them directly to files.
- 36-bit color depth and 600 × 2400 optical resolution lets you capture crisp, clean text and high-quality images with millions of colors and thousands of shades of gray.

Registering Your Scanner

Please take a minute to fill out the registration card for your EPSON GT-10000 scanner and mail it back to us. This enables you to receive special information on options, new products, and software upgrades. You'll get immediate attention if you have a problem with your scanner.

About Your Software

The EPSON GT-10000 comes with these leading-edge applications:



EPSON TWAIN Pro

General-purpose driver for scanning photographs, artwork, or text for Optical Character Recognition (OCR). Includes Text Enhancement Technology (TET) and Auto Area Segmentation (AAS) for better scans.

EPSON TWAIN Pro Network and EPSON Scan Server

Ideal general-purpose drivers for network scanning from hundreds of applications. Includes TET and AAS for better scans.



NewSoft™ Presto!™ PageManager for EPSON

Lets you scan, print, and work with your scanned files from one easy-to-use window.



Adobe® PhotoDeluxe® Business Edition

Image-editing software for enhancing your scanned photos, adding special effects, and creating projects like web pages, business cards, and calendars.

Adobe Acrobat® Reader

Lets you read the on-screen manuals for your applications and any other files you may have in Portable Document Format (PDF).



Xerox® TextBridge® Pro 98

Use this premiere OCR software to turn your paper documents into electronic text without retyping.

About Your Documentation

This guide describes:

- Setting up your scanner and installing your software.
- Installing and using the optional automatic document feeder (ADF).
- How to scan a document.
- Setting up and using your scanner on a network.
- Troubleshooting problems and maintenance information.
- Installing the TCP/IP Protocol, if necessary.
- Scanner specifications and important notices.

For detailed instructions on using your scanner software, see your *EPSON GT-10000 Software Reference Guide* in the Manuals folder on the EPSON GT-10000 Scanner Software CD-ROM. There are also electronic manuals for Presto! PageManager, PhotoDeluxe, TextBridge Pro, and Acrobat Reader on the CD-ROM.

Warnings, Cautions, and Notes

Please follow these guidelines as you read your documentation:



Warnings must be followed carefully to avoid bodily injury.



Cautions must be observed to avoid damage to your equipment.



Notes contain important information about your scanner.

Reading Your Reference Guide

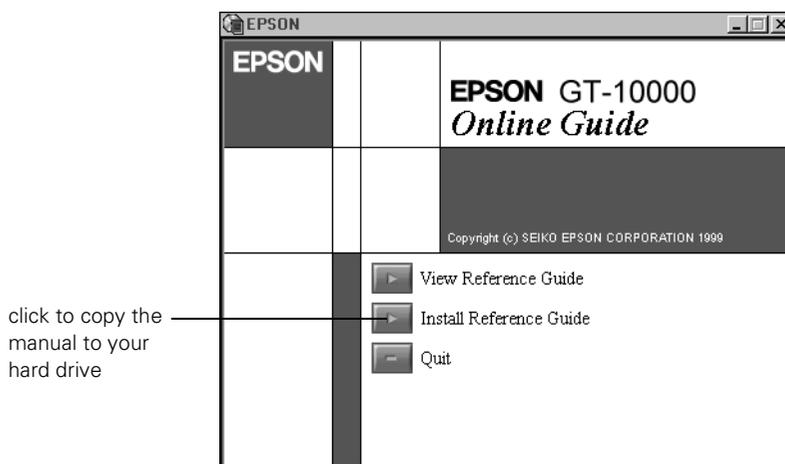
Your electronic *EPSON GT-10000 Software Reference Guide* is on your EPSON GT-10000 Scanner Software CD-ROM. You can view it from the CD-ROM or copy it to your hard drive and view it from there. You must have a web browser. (For example, Netscape Navigator or Internet Explorer, versions 3.0 or later.)

Follow these steps to view the manual:

1. Insert your scanner software CD-ROM. When you see the EPSON Software Setup screen, click the **Browse this CD** button.

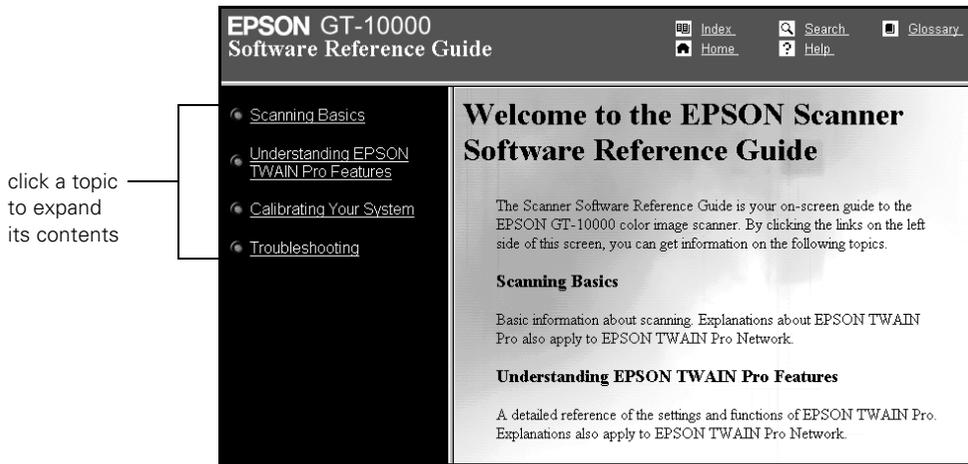
If the EPSON Software Setup screen doesn't appear, double-click the  **My Computer** icon on your desktop. Then double-click the  **Epson CD-ROM** icon. If necessary, double-click the  **Cdsetup.exe** icon.

2. Open the **Manuals** folder, then double-click the  **GT10000.exe** icon. You see this window:



If you copy the manual to your hard drive, you can read it anytime. After you copy the manual, just click Start, point to Programs, then EPSON, and select EPSON GT-10000 Reference Guide.

3. Click **View Reference Guide**. You see this window:

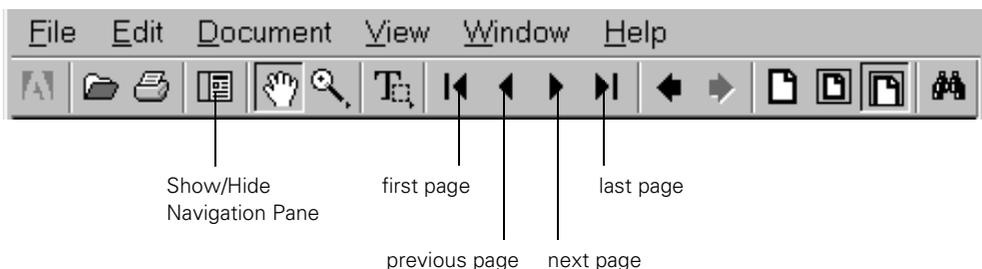


4. Click one of the topics on the left to expand its contents. Then click the subtopic you want to view.

Reading Your Other Electronic Manuals

To read your electronic manual for Presto! PageManager, PhotoDeluxe, TextBridge Pro, or any other PDF manuals, you'll use Acrobat Reader. If Acrobat Reader 3.0 or higher is not already installed on your computer, you can install Acrobat Reader 4.0 with the other scanner software. See the software installation instructions for your system in Chapter 2, "Setting Up Your Scanner."

When you open an electronic manual, you'll see this toolbar:



With Acrobat Reader, you have several ways to navigate through text:

- Click on hot topics, which are usually underlined or displayed in a different color. To find out if a topic is hot, move your cursor over it. If the cursor turns into a pointing hand, the topic is hot—you can jump to it by clicking once.
- Use the bookmark section of the left side of the screen to move quickly to the topic of your choice. Click the **Show/Hide Navigation Pane** icon on the toolbar to see the bookmark section, if the manual has bookmarks. Some manuals only have a table of contents, but you can also use this to navigate the manual if the topics are hot.
- Use the arrow buttons in the toolbar or the vertical scroll bar on the right side of the document to move through the manual. (The box to the left of the scroll bar displays the current page number.)

For more information, see your Acrobat Reader online guide.

Locate your PDF manuals as follows:

- **EPSON GT-10000 User's Guide**—Insert your scanner software CD-ROM. When the EPSON Software Setup screen appears, click **Browse this CD**. Open the **Manuals** folder, then double-click **GT-10000 User's Guide.pdf**.
- **Presto! PageManager**—Click **Start, Programs, Presto! PageManager for EPSON, PageManager User's Manual**.
- **Adobe PhotoDeluxe Business Edition**—Insert your scanner software CD-ROM. When the EPSON Software Setup screen appears, click **Browse this CD**. Open the **PhotoDeluxe** folder, then double-click **GetStart.pdf**.
- **Acrobat Reader**—Select **Reader Guide** from the Acrobat Reader Help menu.
- **TextBridge Pro**—Insert your scanner software CD-ROM. When the EPSON Software Setup screen appears, click **Browse this CD**. Open the **Tbpro98** folder, then double-click the **TB98_Doc** folder. Open the **Usrguide** folder, then double-click **Usrguide.pdf**.

Chapter 2

Setting Up Your Scanner

Setting up your scanner is easy—just follow the steps in this chapter in the order listed below.

1. Unpack and choose a good place for your scanner.
2. Install the SCSI interface board (if necessary).
3. Unlock the scanner.
4. Set the SCSI ID number and terminator switch.
5. Initialize the scanner.
6. Connect the scanner to your computer.
7. Turn on your scanner first, then turn on your computer.
8. Install the SCSI software, scanner software, and any other software applications on your EPSON GT-10000 Scanner Software CD-ROM.



Unpacking Your Scanner

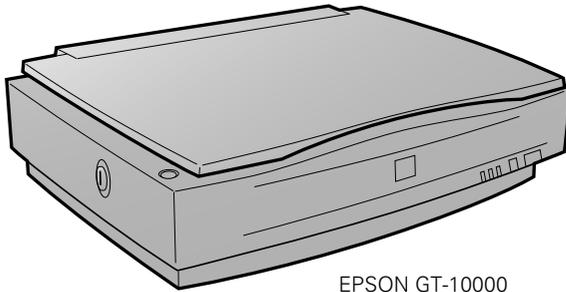
Remove the scanner from the box, then remove the packing material from your scanner. Save the packaging in case you need it later.



The scanner is large and heavy, so you may need to have someone help you unpack and lift it.

Make sure you plug the scanner into a properly grounded outlet. Check the system and location requirements and follow all the safety instructions in Appendix C, "Notices."

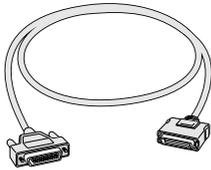
Along with this guide, your EPSON GT-10000 comes with these items:



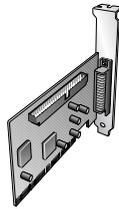
EPSON GT-10000



EPSON GT-10000 Scanner
Software CD-ROM



SCSI cable



PCI SCSI interface board



power cable

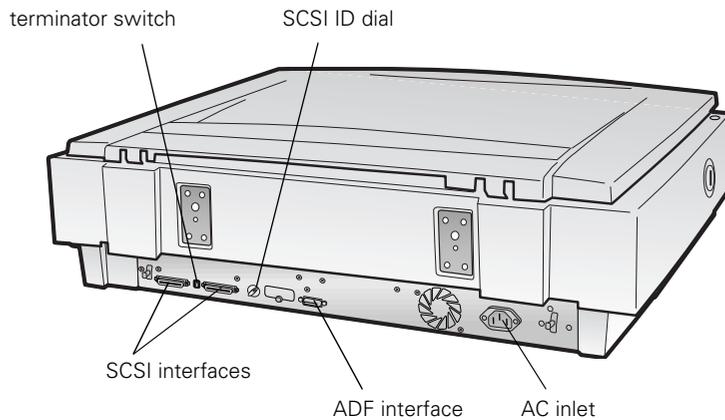
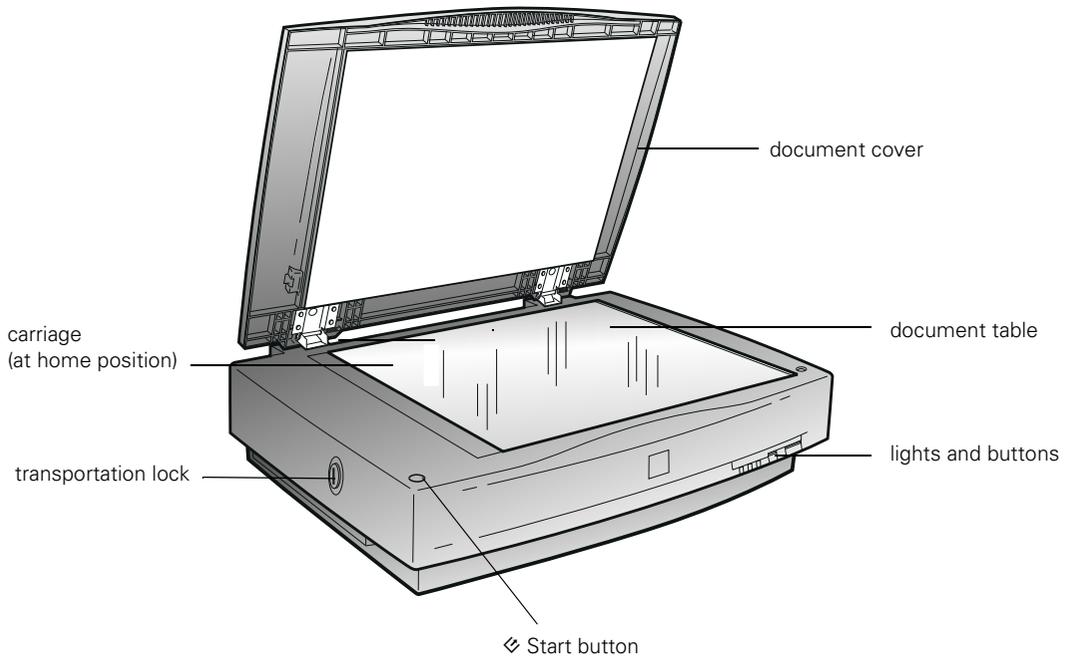
Choosing a Good Place for Your Scanner

Here are some points to consider:

- Place the scanner on a flat, stable surface. If the scanner is tilted, it can't operate properly.
- Make sure to place the scanner where you can easily unplug the power cord, and where your cable can reach your computer.
- Keep the scanner away from direct sunlight and strong light sources.
- Avoid places subject to shocks and vibrations, or high or rapidly changing temperatures and humidity.
- Be sure there's enough room behind the scanner for the cables, and above the scanner so you can fully raise the document cover
- Place the scanner near a grounded wall outlet where it can be easily unplugged.

Identifying Scanner Parts

Your scanner has the following parts:



Installing the SCSI Interface Board

You must install your SCSI board before installing the scanner driver and software applications. If you already have a SCSI board installed in your PC, skip this section.



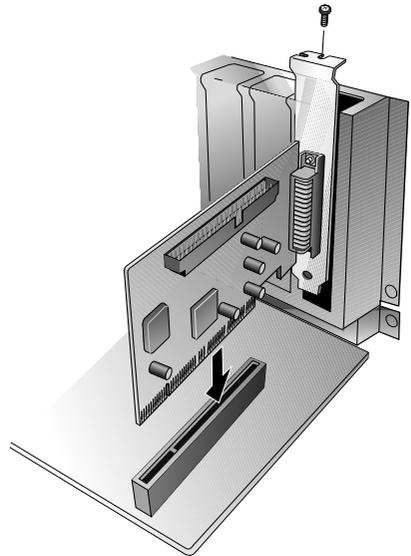
For additional installation information, see the documentation for your SCSI board or computer.

1. Turn off the computer and any peripheral devices. Unplug any power cords; then disconnect all cables from the back panel of your computer.
2. Remove the cover from your computer.



Static electricity can damage electronic components. Ground yourself before you touch any of the computer's internal components by touching an unpainted metal surface inside the computer case.

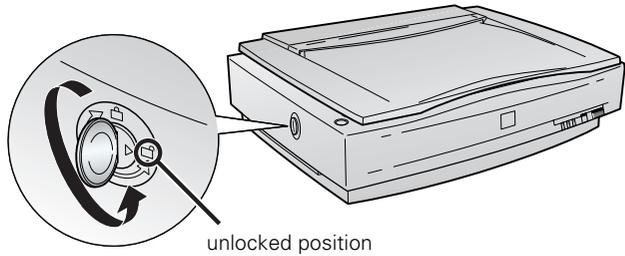
3. Remove the slot cover from an empty PCI expansion slot in your computer. (Refer to your computer documentation for information about your PCI slots.)
4. Insert the SCSI interface board into the slot, then secure it with the bracket screw.
5. Replace the computer cover and reconnect all cables.
6. Continue with the following section, "Unlocking the Scanner."



Unlocking the Scanner

Before connecting the scanner to a power source, you must release the transportation lock, located on the left side of the scanner.

Use a coin or large flat-head screwdriver to turn the transportation lock to the unlocked position, as shown.

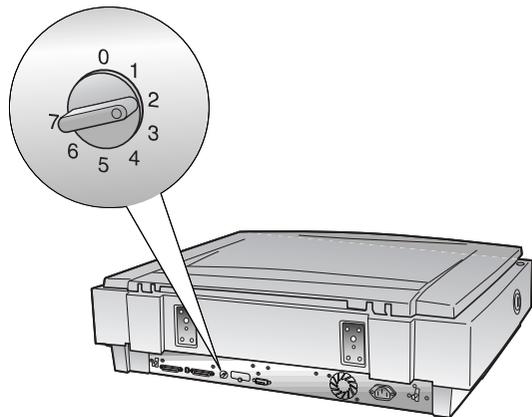


Always lock the transportation lock before moving the scanner. Also, be sure the scanner lamp is in the home position (on the left side of the scanner). See "Transporting the Scanner" on page 100 for more information.

Setting the SCSI ID Number

The scanner's SCSI ID number default setting is 2. If you need to change this number, turn the SCSI ID dial on the back panel. Be sure to choose a unique number that doesn't conflict with the ID number of other SCSI devices.

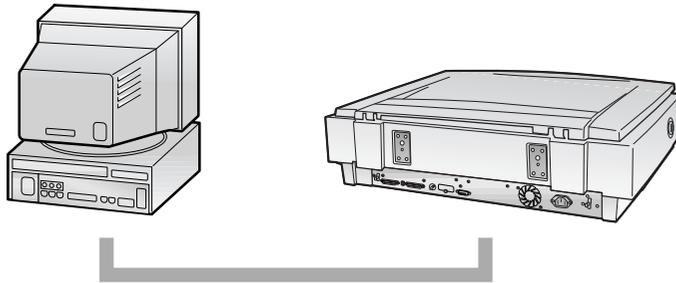
Don't use SCSI ID 7, which is usually reserved for the SCSI interface in the computer. SCSI ID 0 and 1 are also not recommended, as these may be used for the hard disk.



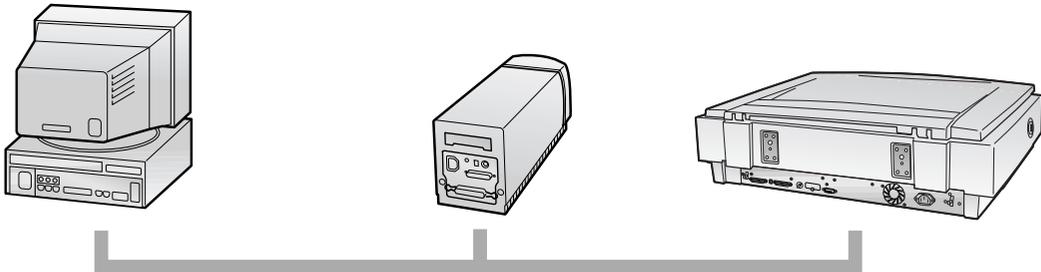
Setting the SCSI Terminator

The scanner's SCSI terminator is built-in, with a switch to turn it on or off on the scanner's back panel.

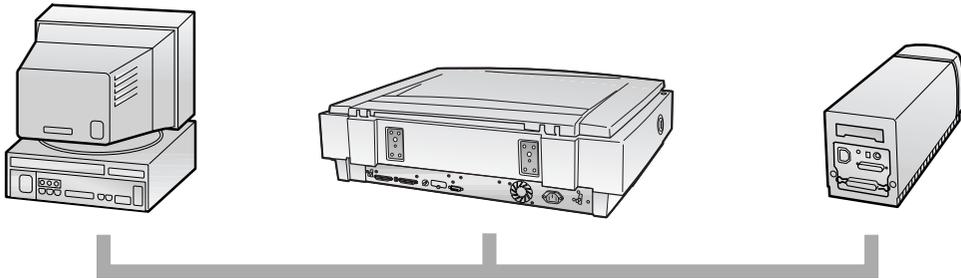
If the scanner is your only SCSI device, leave the terminator turned ON (the default setting).



If the scanner is the last device in the chain, leave the terminator turned ON.



If the scanner is in the middle of a chain, turn the switch OFF.



Connecting the Scanner to Your Computer

To make sure your scanner is working properly, it's a good idea to turn it on before you connect it to your computer. Open the scanner's document cover so you can see the operation of the lamp carriage, and press the **OPERATE** button.

As the scanner initializes, the **OPERATE** light on the scanner's front panel comes on. After a few seconds, the **READY** light comes on.

Once you know the scanner is working properly, you can connect it to your computer. Follow these steps:

1. Turn off your scanner. Make sure the computer and any SCSI devices connected to your computer are turned off.
2. Connect the scanner to your computer using the SCSI cable that came with your scanner.

Squeeze the lock releases on the lock connector end of the SCSI cable and plug the cable into either SCSI connector on the back of the scanner. The cable is secure when both connector locks snap in.

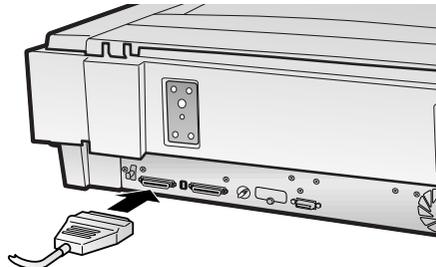
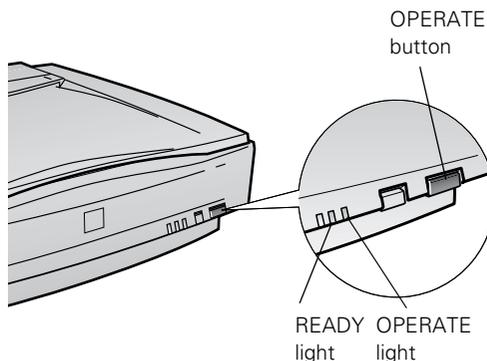
3. Connect the pin end of the SCSI cable to the SCSI port on your computer or another SCSI device in the chain and tighten the screws to secure the cable.



If you're connecting multiple SCSI devices, the total length of the SCSI bus (cables) must not exceed 9.8 feet (3 meters); otherwise the system may not work properly.

If you're connecting the scanner directly to your computer, don't use a cable longer than 19.7 feet (6 meters).

Don't use an external terminator.



If the SCSI driver wasn't automatically installed, and EZ-SCSI fails to find the driver, follow the steps below. You may be asked to insert your Windows operating system CD-ROM during software installation. Please have your Windows CD-ROM handy, in case it is needed.

1. Turn on your scanner first, then turn on your computer. A message appears saying that your system has detected new hardware.
2. Click **Next**. You see the screen to the right.
3. Make sure **Search for the best driver for your device** is selected. Insert the scanner software CD-ROM in your drive, then click **Next**.



4. When you see the screen on the right prompting you for the location of the driver, check **Specify a location**. Browse to the following location on the CD-ROM: **Adaptec\Ezscsi**. Then click **Next**.
(The example screen shows D as the CD-ROM drive letter; your CD-ROM drive letter may be different.)



5. When you see a screen indicating that Windows is ready to install the best driver for this device, click **Next** to begin driver installation.
6. If your system stops installation and requests files from your Windows operating system CD-ROM, replace your scanner software CD-ROM with your Windows disk and click **OK** to continue. You may be prompted to re-insert the EPSON disk after the Windows disk.
7. When you see a screen indicating that installation is complete, click **Finish**. The Add New Hardware Wizard closes, and you return to the Windows desktop.
8. To verify that the SCSI board was detected, click **Start, Settings, Control Panel**, then double-click the **System** icon. Click the **Device Manager** tab, if necessary. You should see **SCSI controllers** in the list. Click the **+** to expand the list. You should see **Adaptec AIC-78XX PCI SCSI** in the list. Click **OK** to close the dialog box.
9. When you're finished, restart your computer.



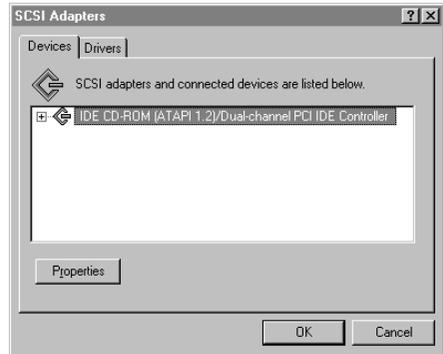
If you're running Windows 98, continue with the instructions on page 19 to install your scanner software. If you're running Windows 95, continue with the instructions on page 24.

Installing the SCSI Software for Windows NT 4.0

Depending on how your computer system was originally set up, the SCSI driver may be installed automatically when you start your computer. If not, follow the steps below. You may be asked to insert your Windows operating system CD-ROM during software installation. Please have your Windows CD-ROM handy, in case it is needed.

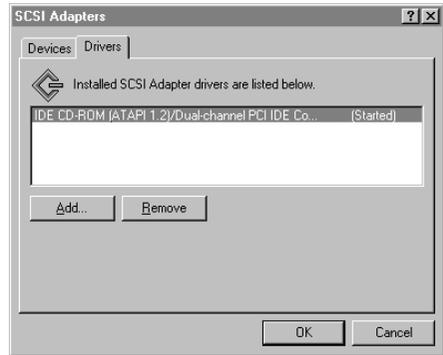
Before you start, turn on your scanner, then turn on your computer.

1. Log onto Windows NT. After you see the Windows desktop icons, click **Start**, **Settings**, then **Control Panel**. Double-click **SCSI Adapters**. You see the dialog box on the right.

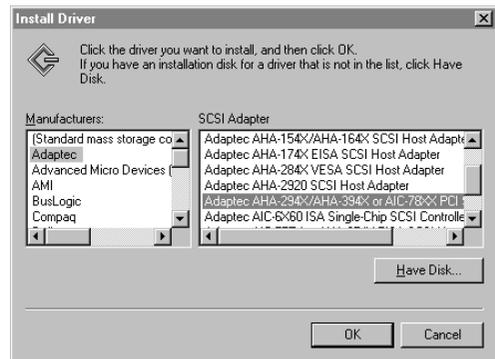


2. Click the **Drivers** tab.

3. When you see the screen on the right, click the **Add** button.



4. After a moment, you see the Install Driver dialog box. In the Manufacturers list, click **Adaptec**.
5. In the SCSI Adapter list, click **Adaptec AHA-294X/AHA-394X or AIC-78XX PCI SCSI Controller**.



- When you see the screen on the right prompting you for the location of the driver, check **Specify a location**. Browse to the following location on the CD-ROM: **Adaptec\Ezscsi**. Then click **Next**.

(The example screen shows D as the CD-ROM drive letter; your CD-ROM drive letter may be different.)



- The necessary driver files are copied to your hard drive, then you see a prompt to restart your system. Be sure to close any open windows, then click **Yes** to restart.
- After the system restarts, log on again. Windows NT auto-detects the scanner.
- To verify that the SCSI board was detected, click **Start, Settings, Control Panel**, and double-click **SCSI Adapters**. Then click the **Devices** tab, if necessary. You should see your **Adaptec PCI SCSI Controller** in the list. Click **OK** to close the dialog box.

Continue with the instructions on page 29 to install your scanner software.

Installing the Scanner Software

Before you begin installing software, make sure you recalibrate your monitor to factory specifications. Then follow the instructions for your operating system:

- If you're running Windows 98, continue with the next section, "Installing the Software for Windows 98."
- If you're running Windows 95, go to "Installing the Software for Windows 95" on page 24.
- If you're running Windows NT 4.0, go to "Installing the Software for Windows NT 4.0" on page 29.

For instructions on installing software for a network scanner, go to Chapter 5, "Network Scanning."

Installing the Software for Windows 98

This procedure automatically installs your EPSON TWAIN Pro driver for stand-alone scanning. Follow the instructions in this section to install your EPSON GT-10000 scanner driver and other software on your scanner software CD-ROM. Before you begin installing software, make sure you recalibrate your monitor to factory specifications. (See your monitor documentation for instructions.)

If you want to use your scanner on a network, go to Chapter 5, “Network Scanning,” instead.

Installing the Scanner Driver

You may be asked to insert your Windows CD-ROM during this procedure. Make sure you have your Windows CD-ROM available, or know where to find the Windows source files on your hard drive. If you need help locating your source files, contact your computer manufacturer.

1. Make sure your SCSI board and SCSI driver are installed and the scanner is connected to your computer.
2. Turn on the scanner first, then turn on your computer. When you see the window on the right, click **Next**. (The Wizard may also say it has found an unknown device.)



3. Select **Search for the best driver for your device**, and click **Next**.
4. Insert the EPSON GT-10000 Scanner Software CD-ROM in your drive.



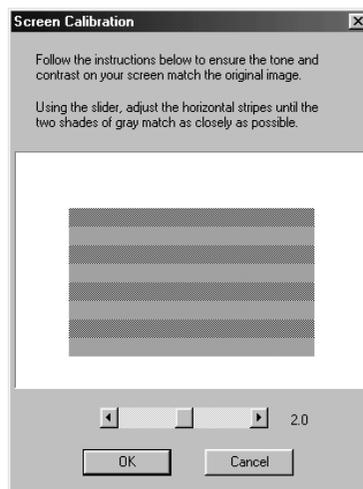
5. Select **Specify a location**, if necessary. Browse to **EPSON\ENGLISH\WIN98** on your CD-ROM drive. Then click **Next**.

(The example on the right shows H as the CD-ROM drive. Your CD-ROM drive letter may be different.)

6. Follow the instructions on the screen.

If you see a message asking for your Windows 98 CD-ROM, insert it and click **OK** (or select **Specify a location**, click **Browse**, and locate the Windows 98 source files on your hard drive. Then click **OK**.) When prompted, reinsert your scanner software CD-ROM.

7. When you see the Screen Calibration window, move the slider right or left until the stripes match as closely as possible. (The stripes will not match perfectly.) Then click **OK**.



The EPSON Screen Calibration Utility calibrates the preview image you see in your EPSON TWAIN Pro driver to match your monitor settings.



You won't need to change the screen calibration as long as you continue to use the same display. If you need to recalibrate your screen at a later time, double-click the Scanners and Cameras icon in your Windows Control Panel to open the Scanners and Cameras Properties window. Select EPSON GT-10000 on the Devices tab, if necessary, and click the Properties button to display the EPSON GT-10000 Properties window. Click the Utility tab, and then click the Screen Calibration Utility button.

8. When installation is complete, click **Finish**.

Continue with the instructions in the next section to install Presto! PageManager and Acrobat Reader.

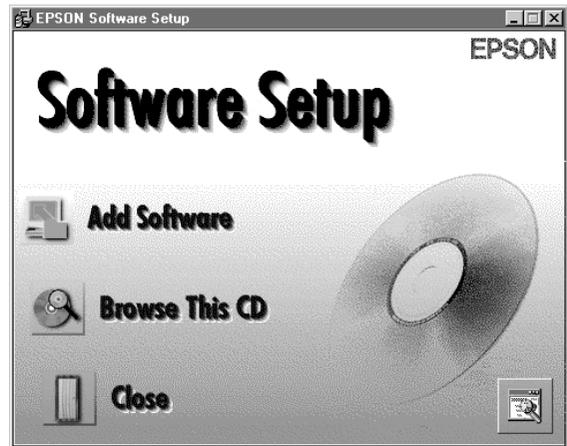
Installing Presto! PageManager and Acrobat Reader

Follow the steps below to install Presto! PageManager and Acrobat Reader. If Acrobat Reader is already installed on your computer, you don't need to install it again.

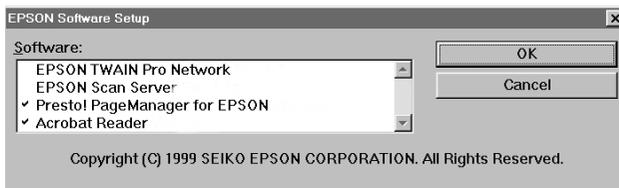
1. Insert your scanner software CD-ROM if it's not already in your CD-ROM drive.

If you don't see the screen on the right, double-click  My Computer on your desktop, then double-click the  Epson CD-ROM icon. If necessary, double-click the  Cdsetup.exe icon.

2. Click Add Software.



3. Select **Presto!** PageManager for EPSON and Acrobat Reader (if necessary). (A check mark appears beside selected applications.)



Don't select either of the two network applications, EPSON TWAIN Pro Network or EPSON Scan Server. The EPSON TWAIN Pro driver, which is already installed on your computer, lets you scan to an EPSON GT-10000 connected to your computer. If you want to install software for a network scanner, see Chapter 5, "Network Scanning," instead.

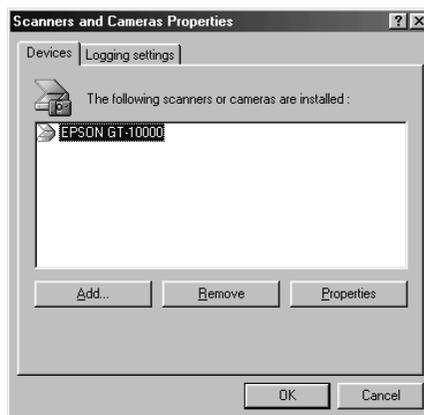
4. Follow the instructions on the screen to install the software.

If you're done installing software, restart your computer. Then follow the instructions in the next section to make sure your scanner is operating properly. If you want to install PhotoDeluxe and TextBridge Pro, see page 33.

Testing Your Scanner Connection

You need to verify that your scanner was properly connected and the software was installed correctly. Follow these steps to test scanner operation:

1. Double-click the  **Scanners and Cameras** icon in the Windows Control Panel to open the Scanners and Cameras Properties window.
2. Make sure **EPSON GT-10000** is selected, then click the **Properties** button.



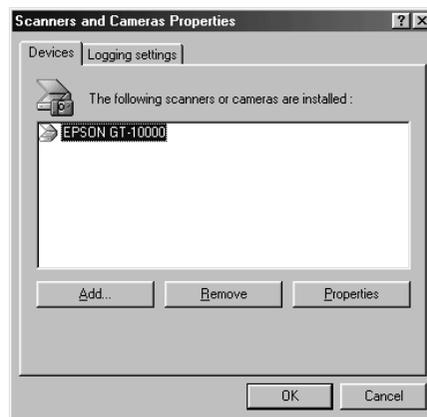
3. If necessary, click the **General** tab. Click the **Test Scanner or Camera** button. If the scanner is operating properly, **Device Ready** appears next to Status.



Setting Up the Default Scanner

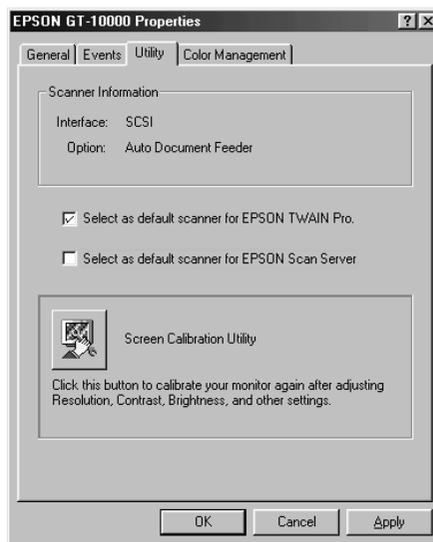
If you have more than one scanner connected to your computer and you're running Windows 98, you can set up the EPSON GT-10000 as your default scanner.

1. Double-click the  **Scanners and Cameras** icon on your Control Panel. You see the Scanners and Cameras Properties window.
2. Select EPSON GT-10000, if necessary, and click the **Properties** button.



3. Click the Utility tab. Make sure **Select as default scanner for EPSON TWAIN Pro** is checked, and then click OK.
4. Click OK to close the Scanners and Cameras Properties window.

The default scanner remains in effect until you use this procedure to change it again.



Installing the Software for Windows 95

Follow the instructions in this section to install your EPSON GT-10000 scanner driver and other software on your scanner software CD-ROM for stand-alone scanning. Before you begin installing software, make sure you recalibrate your monitor to factory specifications. (See your monitor documentation for instructions.)

If you want to use your scanner on a network, go to Chapter 5, "Network Scanning," instead.

Installing the Scanner Driver

You may be asked to insert your Windows CD-ROM during this procedure. Make sure you have your Windows CD-ROM available, or know where to find the Windows source files on your hard drive. If you need help locating your source files, contact your computer manufacturer.

1. Make sure your SCSI board and SCSI driver are installed and the scanner is connected to your computer.
2. Turn on your scanner first, then turn on your computer. When you see the window on the right, click **Next**.



3. Click **Other Locations**.



4. Make sure your scanner software CD-ROM is in the drive. Browse to the following location on your CD-ROM drive: **EPSON\ENGLISH\WIN95**. Then click **OK**.

(The example on the right shows E as the CD-ROM drive. Your CD-ROM drive letter may be different.)



5. When you see the window on the right, click **Finish**. Then restart your computer.

Continue with the instructions in the next section to install EPSON TWAIN Pro, Presto! PageManager, and Acrobat Reader.



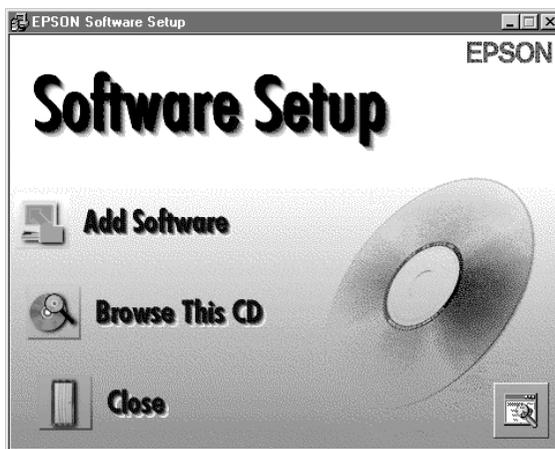
Installing Other Software on Your CD-ROM

Follow the steps below to install EPSON TWAIN Pro, Presto! PageManager, and Acrobat Reader. If Acrobat Reader is already installed on your computer, you don't need to install it again.

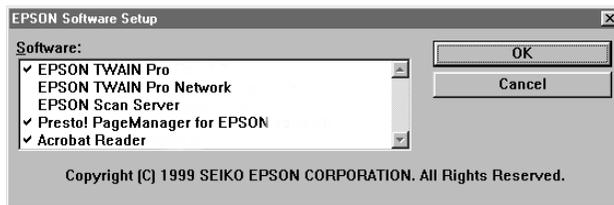
1. Insert your scanner software CD-ROM if it's not already in your CD-ROM drive.

If you don't see the screen on the right, double-click  My Computer on your desktop, then double-click the  Epson CD-ROM icon. If necessary, double-click the  Cdsetup.exe icon.

2. Click Add Software.



3. You must install EPSON TWAIN Pro to use your scanner. Make sure a check mark appears beside it. (A check mark appears beside selected applications.)

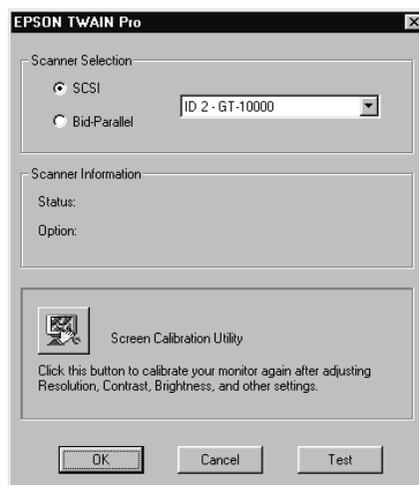


Also select **Presto! PageManager for EPSON** and **Acrobat Reader** (if necessary) and click **OK**.



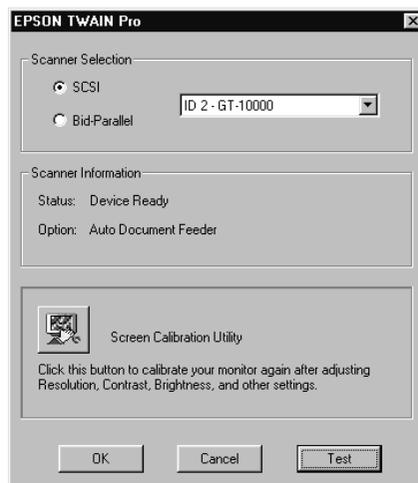
Don't select either of the two network applications, EPSON TWAIN Pro Network or EPSON Scan Server. The EPSON TWAIN Pro driver lets you scan when your scanner is connected directly to your computer. If you want to use the scanner on a network, go to Chapter 5, "Network Scanning," instead.

4. Follow the instructions on the screen to install EPSON TWAIN Pro. When installation is complete, you see the window on the right. Make sure **SCSI** is selected and **GT-10000** appears in the Scanner Selection list.



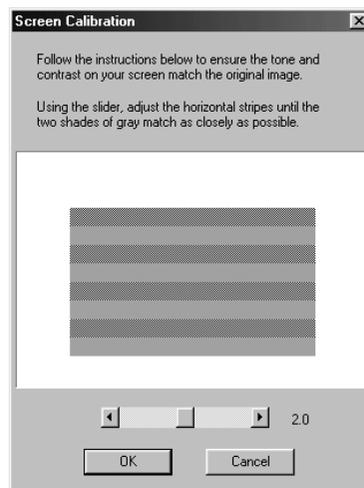
5. Click **Test** to check the connection. If the scanner software is installed correctly, you see **Status: Device Ready** under Scanner Information. Click **OK** to close the window.

You can test your scanner connection at any time. (Double-click the **EPSON TWAIN Pro** icon in your Windows Control Panel to open the EPSON TWAIN Pro window. Then click the **Test** button.)



6. When you see the Screen Calibration window, move the slider right or left until the stripes match as closely as possible. (The stripes will not match perfectly.) Then click **OK**.

The EPSON Screen Calibration Utility calibrates the preview image you see in your EPSON TWAIN Pro driver to match your monitor settings.



You won't need to change the screen calibration as long as you continue to use the same display. If you need to recalibrate your screen at a later time, double-click the EPSON TWAIN Pro icon in your Windows Control Panel to open the EPSON TWAIN Pro window. Then click the Screen Calibration Utility button at the bottom of the window.

7. Follow the instructions on the screen to install Presto! PageManager and Acrobat Reader.

To make sure your scanner driver is installed correctly, verify that the scanner is listed in the Windows Device Manager. (Click **Start**, **Settings**, **Control Panel**, then double-click the **System** icon. Select the Device Manager tab and double-click **EPSON Scanners**. GT-10000 should appear in the list.)

If you're done installing software, restart your computer. If you want to install PhotoDeluxe and TextBridge Pro, see page 33.

Installing the Software for Windows NT 4.0

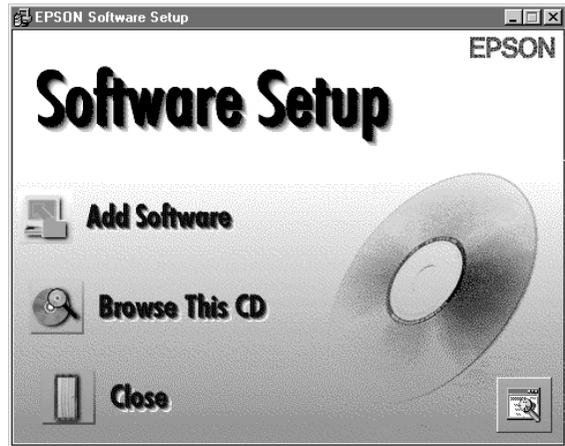
Follow the instructions in this section to install the EPSON GT-10000 scanner driver and other software on your scanner software CD-ROM. Before you begin installing software, make sure you recalibrate your monitor to factory specifications. (See your monitor documentation for instructions.)

You may be asked to insert your Windows CD-ROM during this procedure. Make sure you have your Windows CD-ROM available, or know where to find the Windows source files on your hard drive. If you need help locating your source files, contact your computer manufacturer.

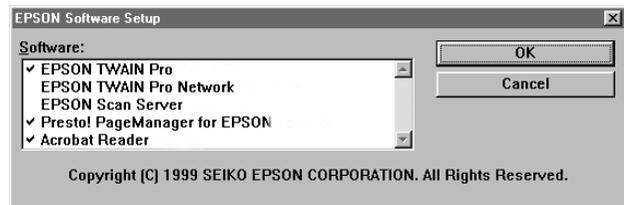
If you want to use your scanner on a network, go to Chapter 5, "Network Scanning," instead.

1. Make sure your SCSI board and SCSI driver are installed and the scanner is connected to your computer.
2. Turn on your scanner first, then turn on your computer.
3. Log onto Windows NT and insert your EPSON GT-10000 Scanner Software CD-ROM in your drive.

4. When you see the EPSON Software Setup window, click Add Software.



5. You must install EPSON TWAIN Pro to use your scanner. Make sure a check mark appears beside it. (A check mark appears beside selected applications.)

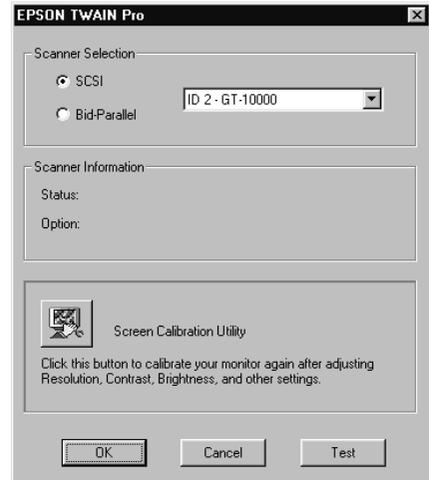


Also select **Presto! PageManager for EPSON** and **Acrobat Reader**. (A check mark appears beside selected applications. If Acrobat Reader is already installed on your computer, click to deselect it; you don't need to install it again.) Then click **OK**.



Don't select either of the two network applications, EPSON TWAIN Pro Network or EPSON Scan Server. The EPSON TWAIN Pro driver lets you scan when your scanner is connected directly to your computer. If you want to use the scanner on a network, go to Chapter 5, "Network Scanning," instead.

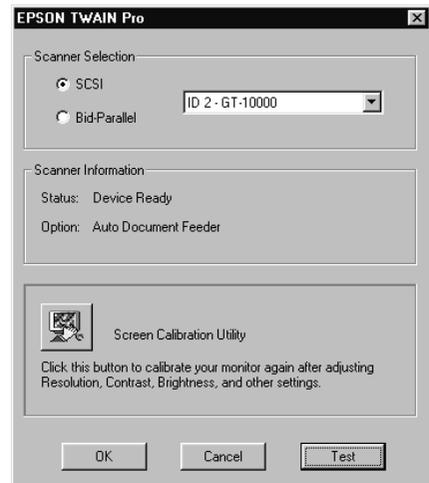
6. Follow the instructions on the screen to install EPSON TWAIN Pro. When installation is complete, you see the window on the right. Make sure **SCSI** is selected and **GT-10000** appears in the Scanner Selection list.



7. Click **Test** to check the connection.

If the scanner software is installed correctly, you see **Status: Device Ready** under Scanner Information. Click **OK** to close the window.

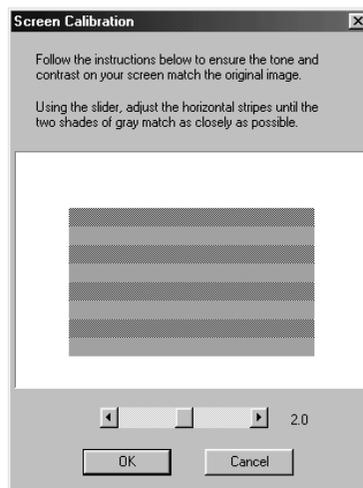
You can test your scanner connection at any time. (Double-click the **EPSON TWAIN Pro** icon in the Windows Control Panel to open the EPSON TWAIN Pro window. Then click the **Test** button.)



- When you see the Screen Calibration window, move the slider right or left until the stripes match as closely as possible. (The stripes will not match perfectly.) Then click **OK**.

The EPSON Screen Calibration Utility calibrates the preview image you see in your EPSON TWAIN Pro driver to match your monitor settings.

- Follow the instructions on the screen to install Presto! PageManager and Acrobat Reader.



You won't need to change the screen calibration as long as you continue to use the same display. If you need to recalibrate your screen at a later time, open the EPSON TWAIN Pro window by double-clicking the EPSON TWAIN Pro icon in the Windows Control Panel. Then click the Screen Calibration button at the bottom of the window to start the utility.

If you're done installing software, restart your computer. If you want to install PhotoDeluxe and TextBridge Pro, see page 33.

Installing Adobe PhotoDeluxe and Xerox TextBridge Pro

Follow the instructions in this section to install Adobe PhotoDeluxe and Xerox TextBridge Pro.

1. If necessary, insert your scanner software CD-ROM in the drive. When you see the EPSON Software Setup screen, click **Browse This CD**.

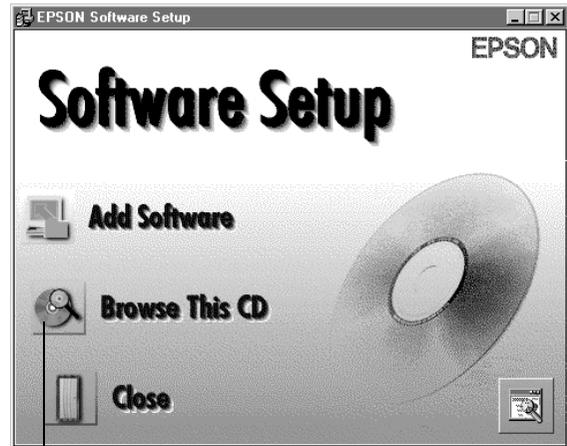
If you don't see the screen on the right, double-click  **My Computer** on your desktop, then double-click the  **Epson CD-ROM** icon. If necessary, double-click the  **Cdsetup.exe** icon.

2. To install PhotoDeluxe, double-click the **PhotoDeluxe** folder, then double-click the  **Install.exe** icon. Then follow the instructions on the screen.

3. To install TextBridge Pro, double-click the **Tbpro98** folder, then double-click the  **Autorun.exe** icon. Then follow the instructions on the screen.

When you see the Select Scanner window, select **EPSON TWAIN Pro[32-bit][TWAIN]**, and click **OK**.

4. When installation is complete, click **OK**, then restart your computer.



click Browse this CD

Chapter 3

Using the Optional ADF

The optional automatic document feeder (ADF) (part number GT10000ADF) automatically loads multi-page documents into your scanner. It is particularly useful for optical character recognition (OCR) scanning or for creating an image database. To use the ADF with your OCR software, you must install EPSON TWAIN Pro or the ISIS driver that comes with the optional ADF. (See the *ISIS Driver Guide* that comes with the optional ADF for instructions.)

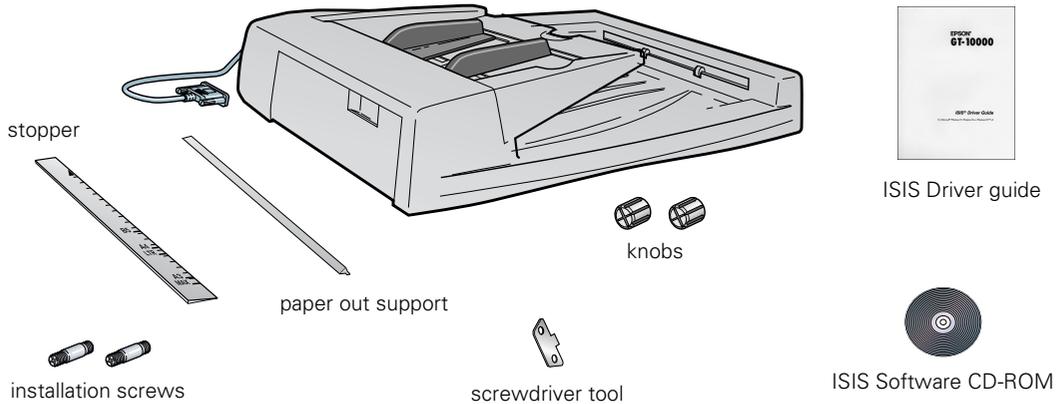


The ADF is large and heavy. Clear a wide space around the scanner before installing the ADF. You may need to have someone help you unpack and lift it.

You can purchase the optional ADF from your reseller or from EPSON Accessories at (800) 873-7766 (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral. Or visit our web site at www.epsonsupplies.com (U.S. sales only).

Unpacking the Optional ADF

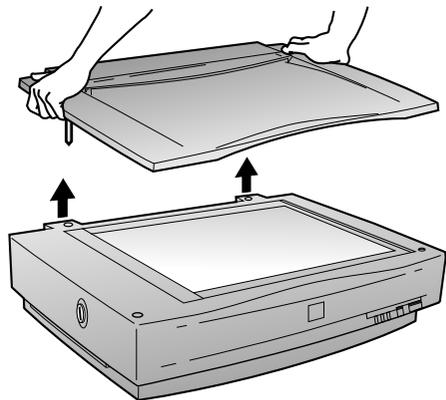
Make sure the following items are included in the ADF box. Contact your EPSON dealer if anything is missing or damaged.



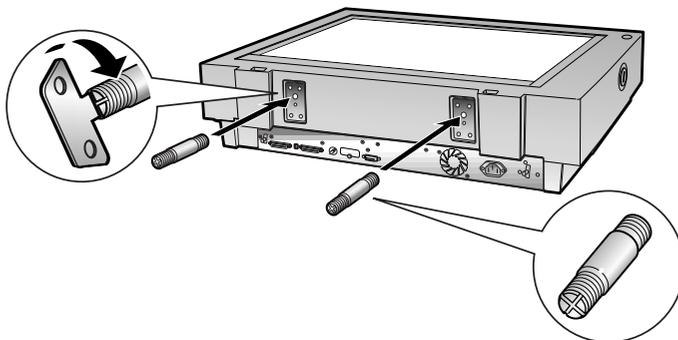
Installing the Optional ADF

Follow the steps:

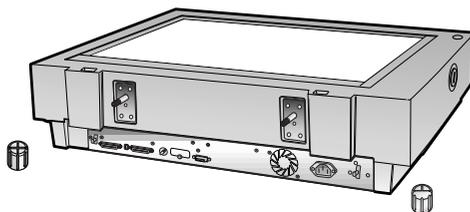
1. Make sure your scanner is turned off, then unplug the scanner's power and interface cables, if necessary.
2. Remove your scanner's document cover by grasping it beside the hinges and lifting it straight up.



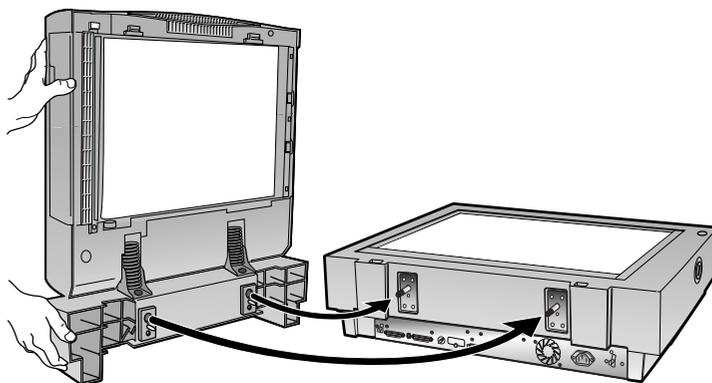
3. Insert the installation screws that came with the ADF into the holes in the back of the scanner and secure them with the enclosed screwdriver tool, as shown below.



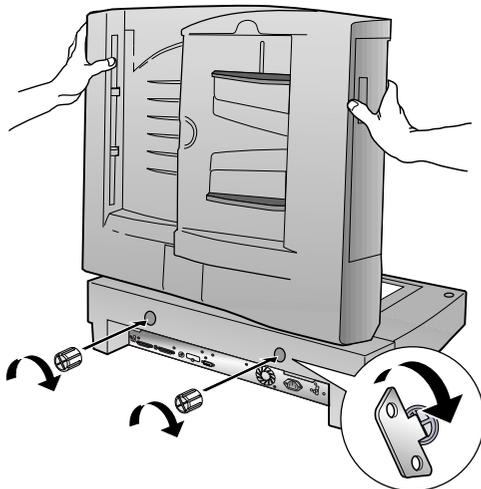
4. Place the two knobs included with the ADF beside the scanner.



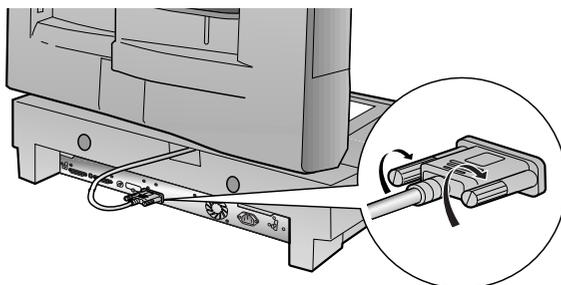
5. Place the ADF on the scanner, lining up the screws with the holes as shown.



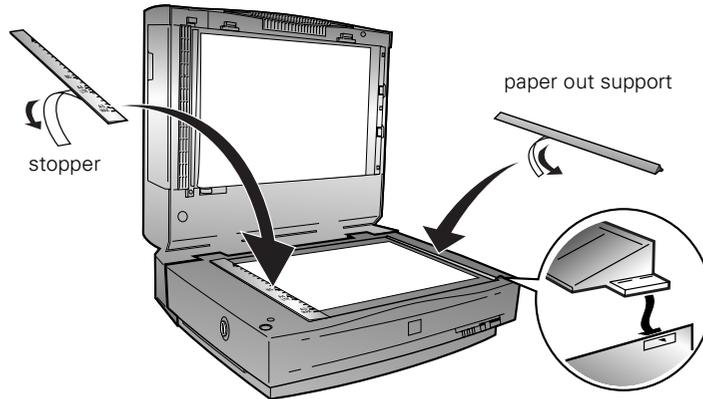
6. Twist the knobs onto the ends of the screws and tighten them using the enclosed screwdriver tool.



7. Attach the ADF's connector to the scanner's ADF interface. Secure the connection by tightening the connector screws.



- Peel off the backing from the stopper and from the paper out support provided with the ADF. Then attach the stopper and paper out support to the scanner as shown. Insert the tabs on the paper out support into the slots at the right end of the document table.



- Close the ADF.

Loading Documents

The ADF can hold up to 50 sheets of the following paper sizes, based on a paper weight of 17 pounds (64 g/m²) and a thickness of 0.2 inch (6.0 mm) or less:

Paper size	Direction
A3, Ledger, B4, Legal, A4, Letter, B5, A5, 5.5 × 5.8-inch (140 × 148 mm)	Portrait
A4, Letter, B5, A5	Landscape

You can also load documents manually while the ADF is installed. Open the ADF and place the document on the document table. Then close the ADF and scan the document as described in “Scanning From Start to Finish” on page 46.



See “Documents Supported” on page 113 for complete paper requirements.

Before loading the ADF, make sure the document:

- Has no wet ink on it.
- Has no holes.
- Is not ripped or wrinkled.
- Has no staples or other objects attached that may damage the feeder.
- Has no folds.
- Is not a multipart form.
- Is not bound.
- Has no carbon coating.
- Has no cut-out areas.

How you load your document depends on the scanner driver you use. Follow these guidelines when you place your document in the ADF:

Type of document	Using the EPSON TWAIN Pro driver	Using the ISIS driver
One-sided document	Place the document stack face up, bottom edge first (or left edge first, if your document is in landscape orientation). Use the ADF - Single-sided setting as your Document Source.	Place the document stack face down, bottom edge first. Use the 1 to N setting.
Two-sided document	Place the document stack face up, bottom edge first (or left edge first, if your document is in landscape orientation). Use the ADF - Double-sided setting as your Document Source.	Place the document stack face down, bottom edge first. Use the 1 to N setting.

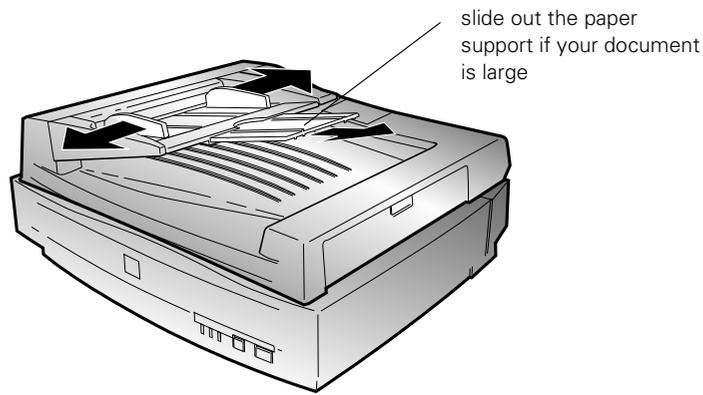


When scanning high-quality color or halftone documents, it's best to open the ADF and scan documents manually.

Don't open the ADF while scanning. You'll get an option error and possibly a paper feeding error. Always close the ADF before scanning or using the feeder.

Follow these steps:

1. Slide the edge guides all the way out.

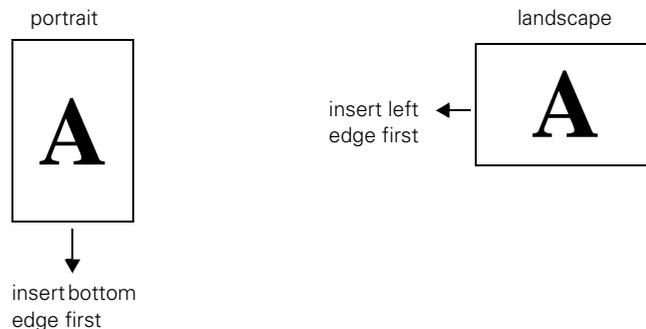


2. Place your document in the ADF.

If you're using EPSON TWAIN Pro or EPSON TWAIN Pro Network, arrange your stack of originals face up. Follow these guidelines when inserting paper:

- Portrait orientation (top and bottom edges are shorter than the side edges)—insert your document bottom edge first.
- Landscape orientation (top and bottom edges are longer than the side edges)—insert your document left edge first.

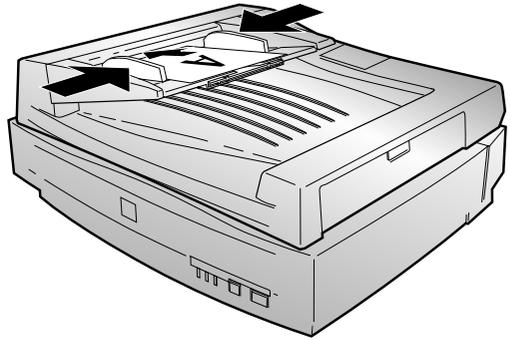
Insert the document until it meets resistance.



If your document is large, slide out the paper support.

3. Slide the edge guides to the edges of your paper.

4. Follow the steps in “Scanning From Start to Finish” on page 46 to scan your document.



Chapter 4

How to Scan

This chapter offers you some tips for getting the best scan, gives an overview of the scanning process, and describes how to set up and use the  Start button for one-step scanning.



Scanning Tips

Getting the best scan possible depends on several factors, including the quality of your original and the resolution you select. The better your original, the better your scan will be. While you can make some corrections in your scanning software, you'll need to do major photo retouching in an image-editing program, such as Adobe PhotoDeluxe.

Selecting Your Scanner Source

Your EPSON GT-10000 scanner comes with two all-purpose drivers, EPSON TWAIN Pro and EPSON TWAIN Pro Network. The scanner driver is what you select as the source in your application. This is the software that allows your computer to communicate with your scanner. It also allows you to select certain settings to optimize the scanned image.



If you installed EPSON TWAIN Pro on the scanner server so that you could make a direct connection to the scanner, remember that you must exit EPSON Scan Server to use EPSON TWAIN Pro. EPSON Scan Server disables EPSON TWAIN Pro.

If you're accessing a network scanner connected to another computer, always use EPSON TWAIN Pro Network as your source.

For details on using EPSON TWAIN Pro or EPSON TWAIN Pro Network, see your electronic *EPSON GT-10000 Software Reference Guide*. If you purchased the optional automatic document feeder, you can install the ISIS driver and use it as your source. (See the electronic manual on your ISIS driver CD-ROM for details.)

Selecting Resolution

Resolution refers to how many dots per inch (dpi) or dots per centimeter (dpcm) your image contains. The best resolution for a scanned image depends on the type of image you're scanning and your final output device.

As a rule of thumb for most images except line art, use a scanning resolution that is approximately one-third of your output resolution. For example, use a scanning resolution up to 100 dpi with a 300 dpi laser printer, and up to 200 dpi with a 600 dpi laser printer. For 1440 dpi ink jet printers, such as the EPSON Stylus® COLOR series, use a scanning resolution of up to 300 dpi. Try a scanning resolution of 240 dpi for 720 dpi printing.

Keep the following in mind when you choose a resolution:

- The higher the resolution you select, the larger the resulting image file will be. For example, an 8.5 × 11-inch original scanned at 300 dpi can produce a 24MB file. The same original scanned at 72 dpi creates a 1.3MB file. Large files take longer to process and print, so consider the practical limitations of your computer system and hard disk drive when selecting a resolution. To keep your file size manageable, select the lowest possible resolution that gives acceptable quality. (If your final output is for on-screen viewing, you can scan at 72 dpi and reduce your file size.)
- If you need to scan at a higher resolution, you can reduce the size of the resulting image file by scanning only part of the image. For information about selecting part of an image, see “Making and modifying marquees” in your electronic *EPSON GT-10000 Software Reference Guide*.

Scanning Color Images

If the colors in your scanned image don't match those in your original document, try experimenting with the Unsharp Mask setting. Click the **Destination** button on the EPSON TWAIN Pro or EPSON TWAIN Pro Network main window to display the Destination window, and then select or deselect Unsharp Mask.

Scaling (Resizing) Images

If you plan to enlarge your image, it's better to enlarge it by scanning at a higher resolution rather than adjusting resolution in your application. Each time you modify an image, you lose some image quality.

Keep in mind when you enlarge a small photo, such as 35 mm slides or wallet-size photos, you'll need to scan at a high enough resolution to retain your image quality, but not so high that your file size is too large to be efficient.

Batch Scanning

You can use batch scanning to save time. Batch scanning allows you to scan several images at once, or the same image with several different settings.

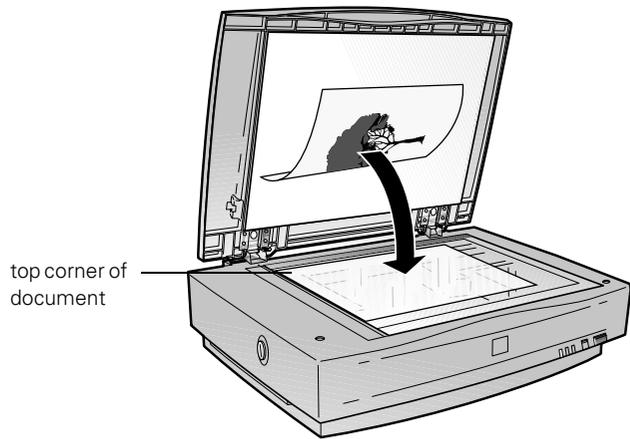
For more information, see "Making and modifying marquees" in your electronic *EPSON GT-10000 Software Reference Guide*.

Scanning From Start to Finish

This section contains step-by-step instructions for scanning an image. Before you scan, make sure you've set up your scanner and installed the software as described in Chapter 2, "Setting Up Your Scanner."

Placing Your Original Document

1. Raise the scanner cover and place your document face down on the document table.
2. Position the document so the horizontal and vertical edges are carefully aligned with the scales on the top and left side of the document table.
3. Close the document cover slowly. Be careful not to move the document.



You can remove the document cover if you need to scan a thick item—such as a photo in an album—that doesn't fit under the cover. Simply lift the back of the cover straight up. When you reattach the cover, position the hinges over the posts at one end of the scanner and push down gently until the cover clicks into place.

Scanning with EPSON TWAIN Pro

Scans are always performed from within a host application (the application into which you plan to import the scanned image or document).

1. Open your host application (for example, PhotoDeluxe Business Edition).
2. Select your scanner source. (Unless you change your source, you need to do this step only once.)

For example, if you're using PhotoDeluxe Business Edition as your host application, click the **Get & Fix Photo** button. Click the **Get Photo** tab, then click the arrow below the **Scanners** button. Select **EPSON TWAIN Pro** and click **OK**.



click this arrow to
select your input source

If you're accessing a network scanner connected to another computer, select **EPSON TWAIN Pro Network** as your input source and click **OK**.



You can't select EPSON TWAIN Pro as your scanner source if you're using a network scanner and EPSON Scan Server is running. EPSON Scan Server disables EPSON TWAIN Pro

3. Open your scanner driver. In PhotoDeluxe, do one of the following:
 - Click the **Get & Fix Photo** button. Click the **Get Photo** tab, then click the **Scanners** button. Click the **1 Mode** tab, then click the **Custom** button.
 - Choose **File, Open Special**, then select **Scan Photo**.



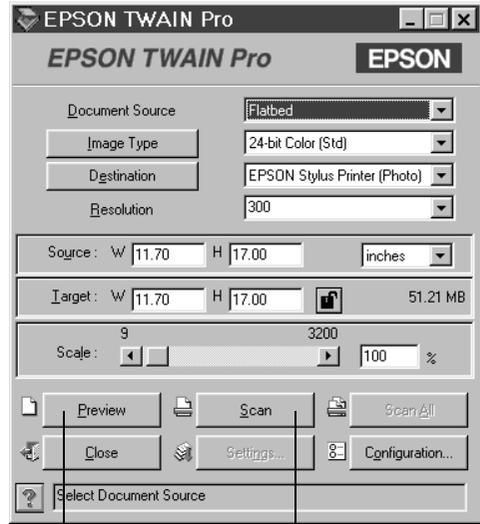
The command you choose from the File menu depends on the host application. With some applications, you might choose **Acquire** or **Select Source** instead of **Open Special**.

- The EPSON TWAIN Pro main window appears.

Choose the Document Source, Image Type, and Destination.

For example, if you're scanning a photograph to print, select **Flatbed** as your Document Source, **24-bit Color [Std]** as your Image Type, and **EPSON Stylus Printer [Photo]** as the Destination, if you're sending the scanned image to an EPSON Inkjet printer.

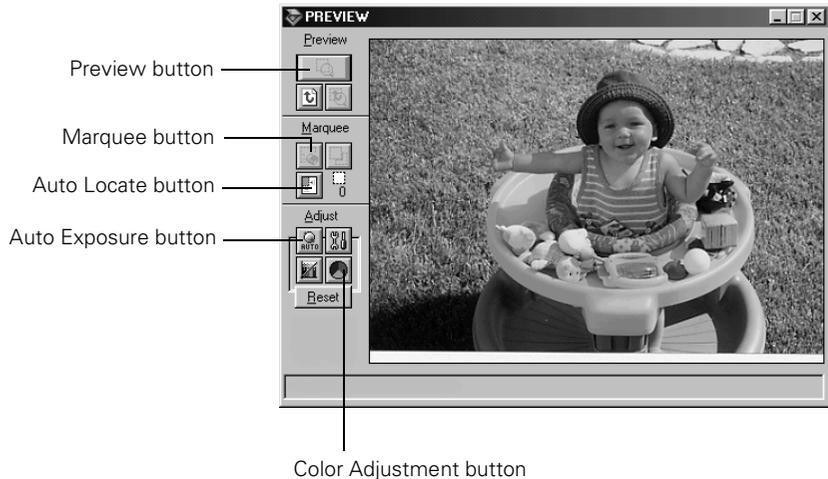
If you're using the optional automatic document feeder, select either **ADF - Single-sided** or **ADF - Double-sided** as your Document Source. (See "Loading Documents" on page 39 for more information.)



click to display a preview of the image

click to start scanning

- Click the **Preview** button. You see a preview of your scan in the window that opens.



Color Adjustment button

6. Choose your scan settings.

Click the  **Auto Locate** button to automatically define the scan area around the edges of your image. You can also adjust the scan area by positioning the mouse pointer over the dotted line around the marquee's edge and dragging the box to resize the marquee.

Click the  **Color Adjustment** button and use the Gray Balance Intensity feature if you need to remove color cast from your image.

Click the  **Auto Exposure** button to automatically set the highlight and shadow exposure.



Generally it's a good idea to use the Auto Exposure button to obtain the best settings for your scan.

See your electronic *EPSON GT-10000 Software Reference Guide* for more information about choosing settings.

7. When you've finished making adjustments, click the **Scan** button.

The READY light on the front of the scanner flickers while it's scanning. In a few moments, a scanned image is imported into your host application's window.

(If the READY light continues to blink, it may indicate an error condition. See Chapter 6, "Solving Problems," for more information.)

8. Click **Close** to close the EPSON TWAIN Pro or EPSON TWAIN Pro Network window and return to your application.



Don't leave photographs on the document table for long periods of time; they may stick to the glass.

Using the Start Button

You can load a document in the scanner, press the  Start button, and watch while Presto! PageManager starts and then scans, copies, faxes, or e-mails your document.

This section includes the following:

- How to set up the  Start button to launch other applications
- How to set up Presto! PageManager for one-touch scanning



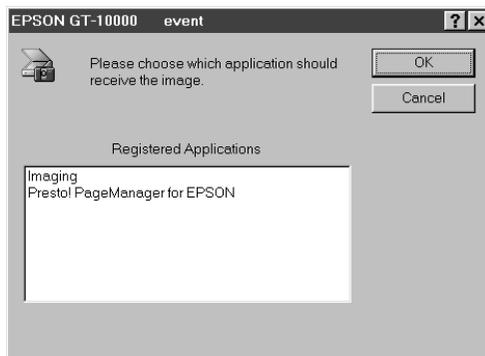
The  Start button features described in this chapter are only available when you use EPSON TWAIN Pro to access a scanner connected to your computer.

To use the  Start button with a network scanner, the client computer must start both the host application and EPSON TWAIN Pro Network. Pressing the  Start button sends the scanned image to the client computer currently connected to the scanner server, but does not automatically launch any applications.

Setting Up the Start Button

If you didn't install Presto! PageManager, you need to assign an application to the  Start button before you use it the first time.

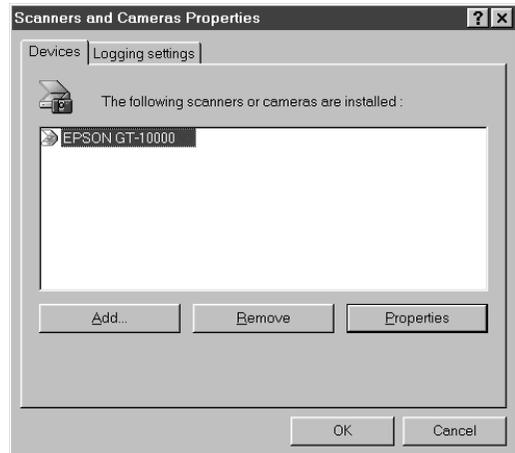
If you're running Windows 98, whenever you press the  Start button you'll see a window asking you to choose which application to launch. To avoid this window, make sure that only one application is assigned to the  Start button. Continue with the next section, "Windows 98." If you're running Windows 95 or Windows NT 4.0, go to page 52.



Windows 98

Follow these steps to assign an application to the  Start button:

1. Double-click the  **Scanners and Cameras** icon in the Windows Control Panel. The window on the right appears.
2. Select **EPSON GT-10000**, if necessary, and click **Properties**.



3. Click the **Events** tab.
4. Make sure **Start Button** appears in the Scanner events box, then deselect any applications you don't want to use in the Send to this application list. When you finish, a check mark should appear only beside the application that you want to assign to the  Start button.
5. Click **OK** to close the EPSON GT-10000 Properties window, then click **OK** again to close the Scanners and Cameras Properties window.



6. Follow the instructions in “Setting Up Presto! PageManager for One-Touch Scanning” on page 53 to set up Presto! PageManager for one-touch scanning.

Whenever you press the scanner's  Start button, the application you assigned starts. If you assigned Presto! PageManager, it automatically starts EPSON TWAIN Pro. If you assigned another application, you must start EPSON TWAIN Pro manually.



You can disable the  Start button by clicking the Disable device events checkbox on the Events tab.

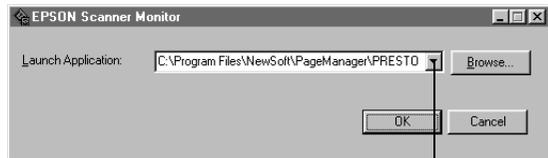
Windows 95 and Windows NT 4.0

You don't need to assign an application to the  Start button if you want it to automatically launch Presto! PageManager. If you want it to launch a different application, follow the steps in this section.

1. Click the  Scanner Monitor icon located on your Windows taskbar.

If you don't see the Scanner Monitor icon on your taskbar, click **Start**, **Programs**, **EPSON Scanner**, then **EPSON Scanner Monitor**. The icon should now appear on the taskbar.

2. Select **Preferences**. You see the EPSON Scanner Monitor window.



3. Do one of the following:

- Choose an application in the Launch Application list.
- Browse to another application on your hard drive. Select the application and click **Open** to close the Browse window. Your application's path appears in the Launch Application box.

choose an application from the list

4. Click **OK** to close the EPSON Scanner Monitor window and save your setting.

Whenever you press the scanner's  Start button, the application you assigned launches. You can then start EPSON TWAIN Pro.



Only Presto! PageManager automatically starts EPSON TWAIN Pro. If you assign another application to the  Start button, you must start your scanner driver manually.

Setting Up Presto! PageManager for One-Touch Scanning

You can set up Presto! PageManager to send your image directly to another application or utility, such as PhotoDeluxe or a fax utility, or to a peripheral device such as a printer. You can also suppress the EPSON TWAIN Pro user interface so the scanner uses the settings assigned in this procedure. If you use this shortcut, faxing or printing an image could be as easy as pressing the scanner's  Start button.

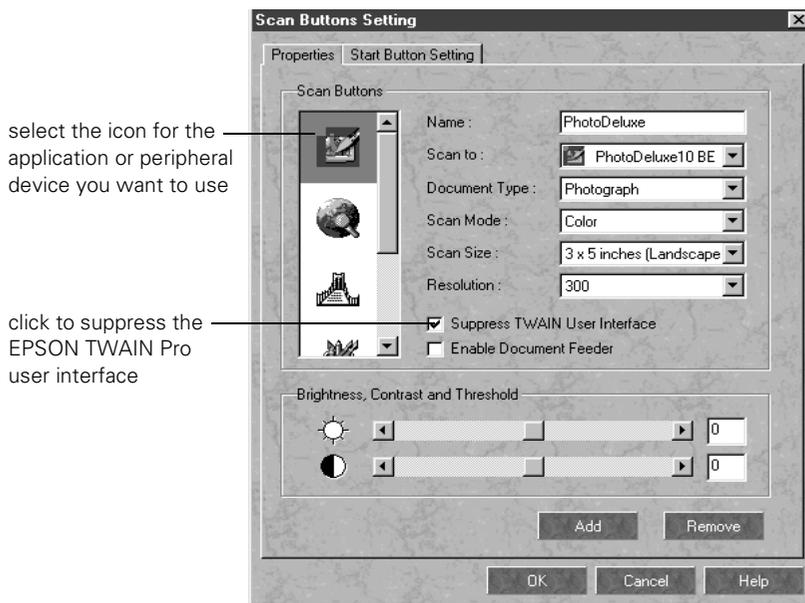


You can assign only one application or peripheral device at a time to the  Start button.

Follow these steps:

1. Start Presto! PageManager and select **Scan Buttons Setting** from the File menu.
2. In the Scan Buttons box, select the icon of the application you want to assign to the  Start button.

If your application doesn't appear in the Scan Buttons box, select it in the **Scan to list**. Enter a name for the button in the **Name** box, and click the **Add** button.



3. Click the **Suppress TWAIN User Interface** checkbox to select it. The settings for your scan become active.
4. Choose the default settings for Scan Mode, Scan Size, and Resolution from the lists. These settings will be used whenever you press the scanner's  Start button.

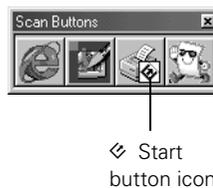
If you plan to use the optional automatic document feeder, select **Enable Document Feeder**. Make any other settings you want.

5. Click the **Start Button Setting** tab. You see the window on the right.
6. If necessary, scroll the **Select target application** box until you see the icon for your printer or program. (Programs or printers you added appear to the right.) Select the icon and click **OK** to assign it to the  Start button.



A  Start button icon appears next to the selected application in Presto! PageManager's Scan Buttons Palette.

See your electronic *Presto! PageManager User's Manual* for more information.



Chapter 5

Network Scanning

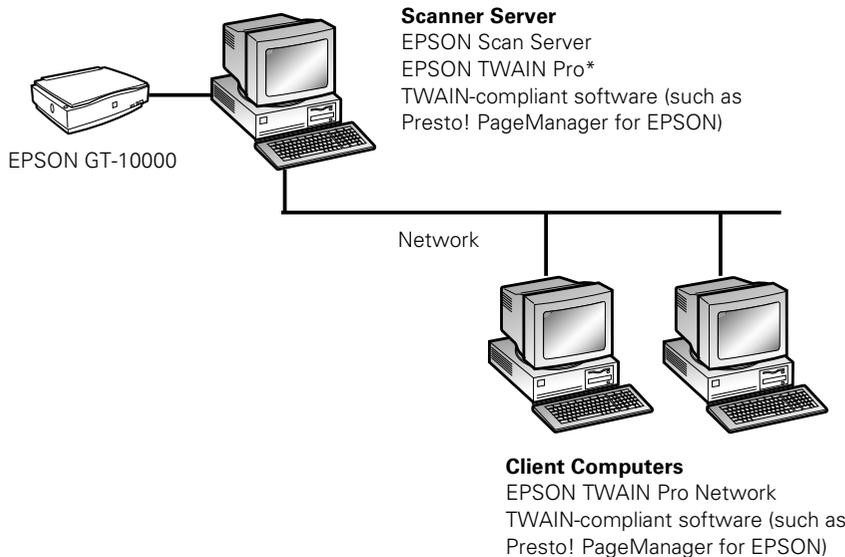
Before you can use the EPSON GT-10000 as a network scanner, your computers must be configured and operational on an existing network with TCP/IP Protocol installed. Then you can use the EPSON Scan Server and EPSON TWAIN Pro Network software applications on your scanner software CD-ROM to share your scanner with other users in a small workgroup.

Your scanner network must have a scanner server (the Windows computer connected to the scanner) and at least one or more client computers. Only one client computer can access the scanner at a time. However, you can have more than one scanner and scanner server on a network, so clients can choose which scanner to use.

Your system must meet these minimum requirements for sharing a scanner:

- The network computer that you use as the scanner server must be an IBM-compatible computer running Windows 98, Windows 95, or Windows NT 4.0 (Windows NT 4.0 with Service Pack 3 is recommended).
- Client computers must run Windows 98, Windows 95, or Windows NT 4.0.
- Both the client computers and the scanner server must have a network interface card installed, and must be running the TCP/IP Protocol. (See Appendix A, “Installing the TCP/IP Protocol,” for instructions.)
- The network computer that you use as the scanner server must have EPSON Scan Server installed. EPSON TWAIN Pro Network must be installed on client computers to access the scanner over the network.

The illustration below shows a sample network configuration in which network scanning is available. The software you install depends on which computer you're setting up—a scanner server or client computer.



* If you installed EPSON TWAIN Pro on the scanner server so that you could make a direct connection to the scanner, remember that you must exit EPSON Scan Server to use EPSON TWAIN Pro. EPSON Scan Server disables EPSON TWAIN Pro.

Setting Up the Scanner Server

You can set up any Windows 98, Windows 95, or Windows NT 4.0 computer as a scanner server, as long as it is configured and operational on an existing network with TCP/IP Protocol installed. If you don't have the TCP/IP Protocol installed on the scanner server, see Appendix A, "Installing the TCP/IP Protocol," for instructions.

Be sure to unlock the scanner and connect it to the scanner server using the SCSI cable that came with your scanner. (See Chapter 2, "Setting Up Your Scanner," for details.)

Follow the instructions for your operating system:

- If you're running Windows 98, continue with the next section, "Installing the Scanner Server Software for Windows 98."
- If you're running Windows 95, go to "Installing the Scanner Server Software for Windows 95" on page 63.
- If you're running Windows NT 4.0, go to "Installing the Scanner Server Software for Windows NT 4.0" on page 67.

To install software on the client computers, see "Setting Up Client Computers" on page 72 instead.

Installing the Scanner Server Software for Windows 98

Follow the instructions in this section to install your EPSON GT-10000 scanner driver and other software on your scanner software CD-ROM. Before you begin, make sure you recalibrate your monitor to factory specifications. (See your manufacturer's documentation for instructions.)

Installing the Scanner Driver on Windows 98

You may be asked to insert your Windows CD-ROM during this procedure. Make sure you have your Windows CD-ROM available, or know where to find the Windows source files on your hard drive. If you need help locating your source files, contact your computer manufacturer.

1. Make sure your SCSI board and SCSI driver are installed and the scanner is connected to your computer.
2. Turn on the scanner first, then turn on your computer. When you see the window on the right, click **Next**. (The Wizard may also say it has found an unknown device.)



3. Select **Search for the best driver for your device**, and click **Next**.
4. Insert the EPSON GT-10000 Scanner Software CD-ROM in your drive.



5. Select **Specify a location**, if necessary. Then browse to **EPSON\ENGLISH\WIN98** on your CD-ROM drive. Then click **Next**.

(The example on the right shows H as the CD-ROM drive. Your CD-ROM drive letter may be different.)

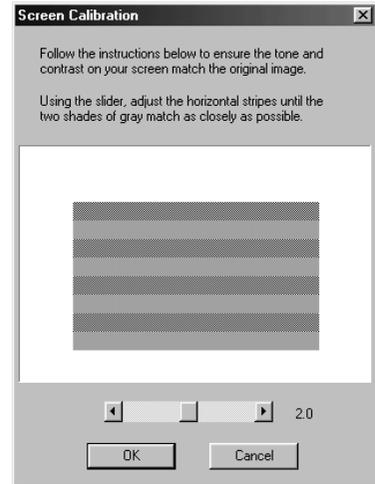


6. Follow the instructions on the screen.

If you see a message asking for your Windows 98 CD-ROM, insert it and click **OK**. (Or, select **Specify a location**, click **Browse**, and locate the Windows 98 source files on your hard drive. Then click **OK**.) When prompted, reinsert your scanner software CD-ROM.

7. When you see the Screen Calibration window, move the slider right or left until the stripes match as closely as possible. (The stripes will not match perfectly.) Then click **OK**.

The EPSON Screen Calibration Utility calibrates the preview image you see in your EPSON TWAIN Pro driver to match your monitor settings.



You won't need to change the screen calibration as long as you continue to use the same display. If you need to recalibrate your screen at a later time, double-click the Scanners and Cameras icon in your Windows Control Panel to open the Scanners and Cameras Properties window. In the Devices tab, make sure EPSON GT-10000 is selected, and then click the Properties button to display the EPSON GT-10000 Properties window. Click the Utility tab, and then click the Screen Calibration Utility button.

8. When installation is complete, click **Finish** to return to the Windows desktop. Continue with the instructions in the next section to install EPSON Scan Server, Presto! PageManager, and Acrobat Reader.

Finishing the Scanner Server Installation on Windows 98

Before your computer can share its scanner, you must install EPSON Scan Server. At the same time, you can install other software that came with your scanner. You can install Presto! PageManager on up to six computers on your network. Your scanner comes with a single-user license for PhotoDeluxe and TextBridge Pro. If you want to install these applications on additional computers, please contact the software manufacturer to purchase additional licenses.

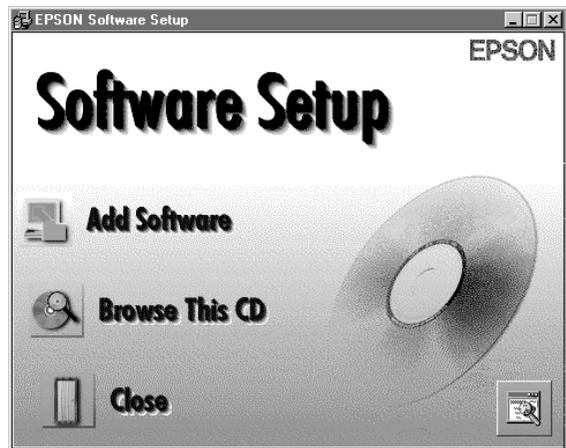
Follow the steps below to install EPSON Scan Server, Presto! PageManager, and Acrobat Reader. If Acrobat Reader is already installed on your computer, you don't need to install it again.

1. Insert your scanner software CD-ROM if it's not already in your CD-ROM drive.

If you don't see the screen on the right, double-click  My Computer on your desktop, then double-click the  Epson CD-ROM icon. If necessary, double-click the  Cdsetup.exe icon.

2. Click Add Software.

3. Select EPSON Scan Server. (A check mark appears beside applications selected for installation.) Click to select other software you want to install, or deselect software that you don't want. Then click OK.



You don't need to install EPSON TWAIN Pro Network to use the scanner connected to your computer—use EPSON TWAIN Pro instead. EPSON TWAIN Pro is automatically installed when you install the scanner server software. Only install EPSON TWAIN Pro Network if you want to use a GT-10000 connected to another computer.

4. Follow the instructions on the screen to install EPSON Scan Server and any other software you selected in the software selection window.



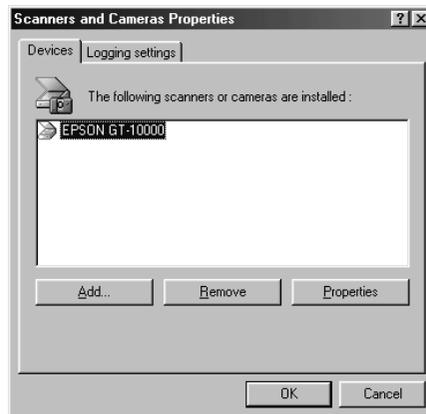
If you're installing EPSON TWAIN Pro Network in order to use a scanner attached to another computer, you'll see a window that asks for the Network Scanner Address (the scanner server's IP address). Enter the IP address for the computer you want to connect to. (See page 73 for instructions.)

5. If you want to install PhotoDeluxe and TextBridge Pro, see page 33 for instructions.
6. When you're done installing software, restart your computer. Then follow the instructions in "Testing Your Scanner Connection" on page 22 to make sure the scanner is operating properly.

Setting Up the Default Scanner on Windows 98

If you have more than one scanner connected to your computer and you're running Windows 98, you can set up the EPSON GT-10000 as your default scanner.

1. Double-click the **Scanners and Cameras** icon on your Control Panel. You see the Scanners and Cameras Properties window.

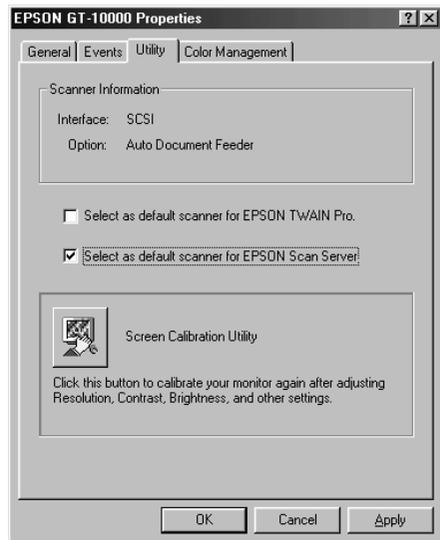


2. Select EPSON GT-10000, if necessary, and click the **Properties** button. You see the EPSON GT-10000 Properties window.



3. Click the **Utility** tab. Make sure **Select as default scanner for EPSON Scan Server** is checked, and then click **OK**.
4. Click **OK** to close the EPSON GT-10000 Properties window.

The EPSON GT-10000 remains the default scanner until a different default scanner is selected.



Installing the Scanner Server Software for Windows 95

Follow the instructions in this section to install your EPSON GT-10000 scanner driver and other software on your scanner software CD-ROM. Before you begin, make sure you recalibrate your monitor to factory specifications. (See your manufacturer's documentation for instructions.)

To install your software on the client computers, see "Setting Up Client Computers" on page 72 instead.

Installing the Scanner Driver

You may be asked to insert your Windows CD-ROM during this procedure. Make sure you have your Windows CD-ROM available, or know where to find the Windows source files on your hard drive. If you need help locating your source files, contact your computer manufacturer.

1. Make sure your SCSI board and SCSI driver are installed and the scanner is connected to your computer.
2. Turn on your scanner first, then turn on your computer. When you see the window on the right, click **Next**.



3. Click Other Locations.

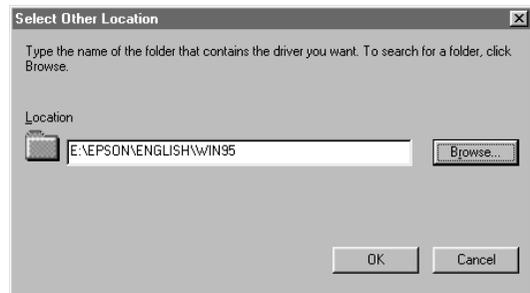


4. Make sure your scanner software CD-ROM is in the drive. Browse to the following location on your CD-ROM drive: **EPSON\ENGLISH\WIN95**. Then click OK.

(The example on the right shows E as the CD-ROM drive. Your CD-ROM drive letter may be different.)

5. When you see the window on the right, click Finish. Then restart your computer.

Continue with the instructions in the next section to install EPSON Scan Server, Presto! PageManager, and Acrobat Reader.



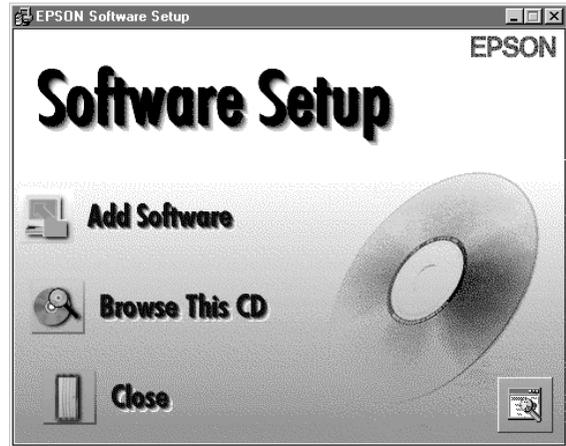
Finishing the Scanner Server Installation on Windows 95

Before your computer can share its scanner, you must install EPSON Scan Server. At the same time, you can install other software that came with your scanner. You can install Presto! PageManager on up to six computers on your network. Your scanner comes with a single-user license for PhotoDeluxe and TextBridge Pro. If you want to install these applications on additional computers, please contact the software manufacturer to purchase additional licenses.

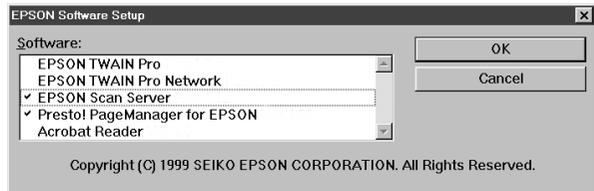
1. Insert your scanner software CD-ROM if it's not already in your CD-ROM drive.

If you don't see the screen on the right, double-click  My Computer on your desktop, then double-click the  Epson CD-ROM icon. If necessary, double-click the  Cdsetup.exe icon.

2. Click Add Software.



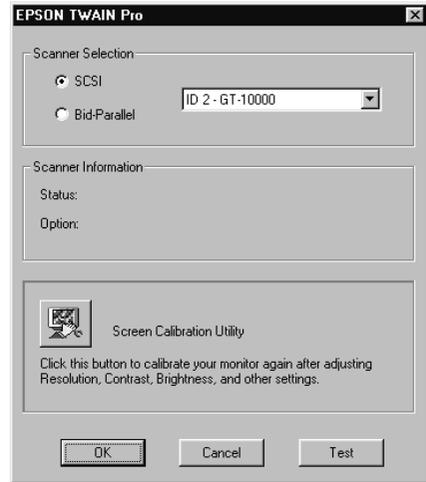
3. Select EPSON Scan Server. (A check mark appears beside selected applications.) Click to select other software you want to install, or deselect software you don't want. Then click OK.



Use EPSON TWAIN Pro to scan from the EPSON GT-10000 connected to your computer. Only install EPSON TWAIN Pro Network if you want to access a network scanner connected to another computer.

4. If you're not installing EPSON TWAIN Pro, go to step 7.

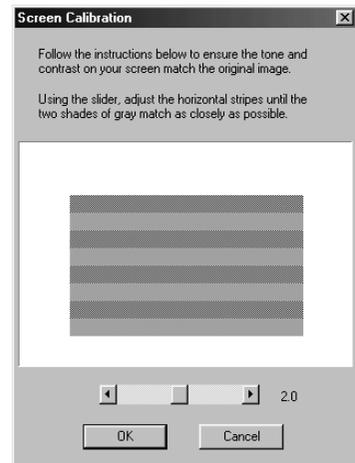
If you're installing EPSON TWAIN Pro, follow the instructions on the screen. When you see the window on the right, make sure **SCSI** and **GT-10000** are selected under Scanner Selection.



If you're installing EPSON TWAIN Pro Network in order to use a scanner attached to another computer, you'll see a window that asks for the Network Scanner Address (the scanner server's IP address). Enter the IP address for the scanner server you want to connect to. See page 73 for instructions. Then continue with step 5 below.

5. Click **Test** to check scanner operation. If the scanner is communicating with your computer, you see **Status: Device Reader** under Scanner Information. Click **OK** to close the window.
6. When you see the EPSON Screen Calibration Utility, move the slider right or left until the stripes match as closely as possible. Then click **OK**.

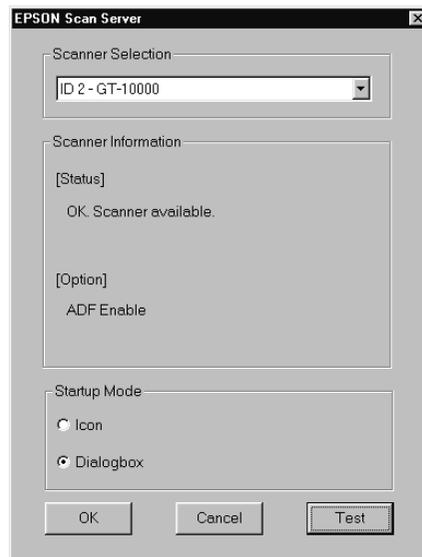
(The EPSON Screen Calibration Utility calibrates the preview image you see in your EPSON TWAIN Pro driver to match your monitor settings.)



7. Follow the instructions on the screen to install EPSON Scan Server. When you see the window on the right, make sure **GT-10000** is selected under Scanner Selection.

Select either **Icon** or **Dialogbox** as the scanner server start up mode. (See “Changing the Scanner Server Start Up Mode” on page 71 for details about the start up mode.)

8. Click **Test** to test scanner operation. **OK. Scanner available** appears under Status if the scanner is communicating with the scanner server. Then click **OK**.



If you want to share a different network scanner with the client computers, you can access the EPSON Scan Server window at any time by double-clicking the EPSON Scan Server icon in the Windows Control Panel. Then select the scanner you want in the Scanner Selection list.

9. Follow the instructions on the screen to complete installation of additional software you selected in the software selection window.
10. If you want to install PhotoDeluxe and TextBridge Pro, see page 33 for instructions. When you're done installing software, restart your computer.

Installing the Scanner Server Software for Windows NT 4.0

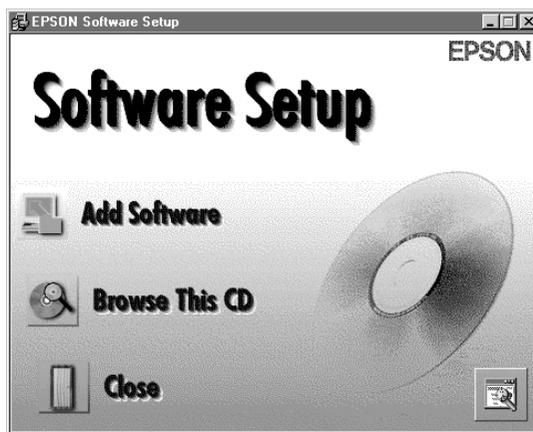
Before your computer can share its scanner, you must install EPSON Scan Server. At the same time, you can install other software that came with your scanner. You can install Presto! PageManager on up to six computers on your network. Your scanner comes with a single-user license for PhotoDeluxe and TextBridge Pro. If you want to install these applications on additional computers, please contact the software manufacturer to purchase additional licenses.

Follow the instructions below to automatically install your EPSON GT-10000 scanner driver and other software on your scanner software CD-ROM. Before you begin, make sure you recalibrate your monitor to factory specifications. (See your manufacturer's documentation for instructions.)

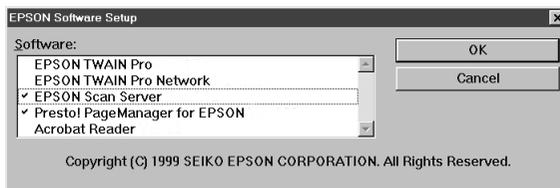
You may be asked to insert your Windows CD-ROM during this procedure. Make sure you have your Windows CD-ROM available, or know where to find the Windows source files on your hard drive. If you need help locating your source files, contact your computer manufacturer.

1. Make sure your SCSI board and SCSI driver are installed and the scanner is connected to your computer.
2. Turn on your scanner first, then turn on your computer.
3. Log onto Windows NT and insert your EPSON GT-10000 Scanner Software CD-ROM in your drive.
4. When you see the EPSON Software Setup window, click Add Software.

If you don't see the screen on the right, double-click  My Computer on your desktop, then double-click the  Epson CD-ROM icon. If necessary, double-click the  Cdsetup.exe icon.



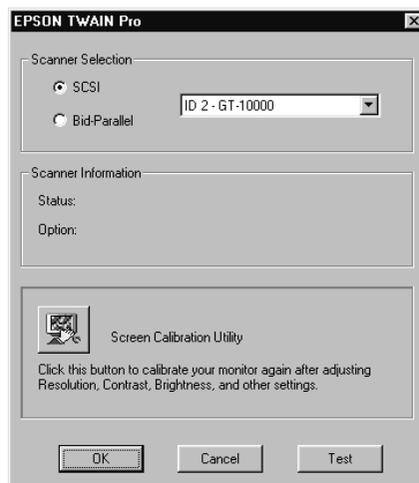
5. Select EPSON Scan Server. (A check mark appears beside selected applications.) Click to select other software you want to install, or deselect software that you don't want. Then click OK.



Select EPSON TWAIN Pro if you want to scan from the EPSON GT-10000 connected to your computer. Only install EPSON TWAIN Pro Network if you want to access a network scanner connected to another computer.

6. If you're not installing EPSON TWAIN Pro, go to step 9.

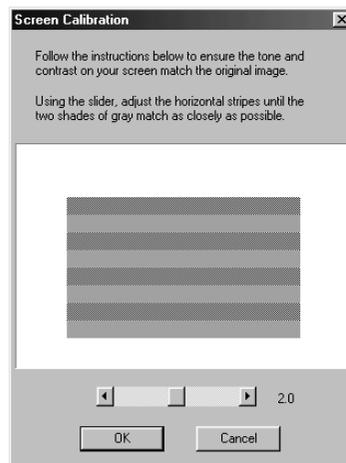
If you're installing EPSON TWAIN Pro, follow the instructions on the screen. When you see the window on the right, make sure **SCSI** and **GT-10000** are selected under Scanner Selection.



If you're installing EPSON TWAIN Pro Network in order to use a scanner attached to another computer, you'll see a window that asks for the Network Scanner Address (the scanner server's IP address). Enter the IP address for the scanner server you want to connect to. See page 73 for instructions. Then continue with step 7 below.

7. Click **Test** to check scanner operation. If the scanner is communicating with your computer, you see **Status: Device Reader** under Scanner Information. Click **OK** to close the window.
8. When you see the EPSON Screen Calibration Utility, move the slider right or left until the stripes match as closely as possible. Then click **OK**.

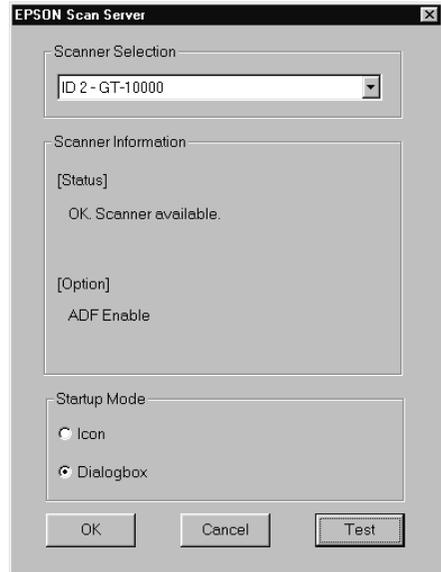
(The EPSON Screen Calibration Utility calibrates the preview image you see in your EPSON TWAIN Pro driver to match your monitor settings.)



9. Follow the instructions on the screen to install EPSON Scan Server. When you see the window on the right, make sure **GT-10000** is selected under Scanner Selection.

Select either **Icon** or **Dialogbox** as the scanner server start up mode. (See “Changing the Scanner Server Start Up Mode” on page 71 for details about the start up mode.)

10. Click **Test** to test scanner operation. **OK. Scanner available** appears under Status if the scanner is communicating with the scanner server. Click **OK** to close the window.



If you want to share a different network scanner with the client computers, you can access the EPSON Scan Server window at any time by double-clicking the EPSON Scan Server icon in the Windows Control Panel. Then select the scanner you want in the Scanner Selection list.

11. Follow the instructions on the screen to complete installation of any other software you've selected in the EPSON Software Setup window. If you're done installing software, restart your computer.

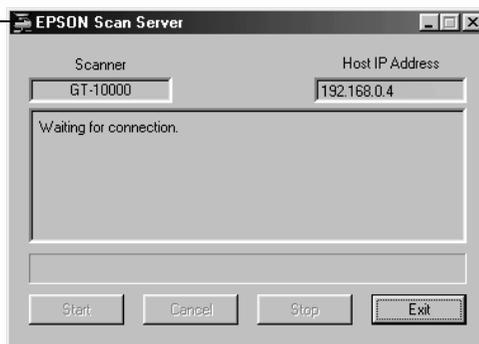
If you want to install PhotoDeluxe and TextBridge Pro, see page 33 for instructions.

Changing the Scanner Server Start Up Mode

You can set up the scanner server to start in either Dialog Box or Icon mode.

In Dialog Box mode, the window below appears whenever you start EPSON Scan Server.

click here and
select Taskbar
Icon to switch
to Icon mode



In Icon mode, the  EPSON Scan Server icon appears on the Windows taskbar when you start EPSON Scan Server.

- To switch from Dialog Box mode to Icon mode, click the scanner icon in the upper left corner of the dialog box and select **Taskbar Icon** from the list.
- To switch from Icon mode to Dialog Box mode, right-click the EPSON Scan Server icon on the taskbar and click **Taskbar Icon** to deselect it.

Your setting takes effect when you exit and start EPSON Scan Server. See “Starting EPSON Scan Server” on page 76 for instructions on restarting EPSON Scan Server.



Make sure no client computer is accessing the scanner server when you exit EPSON Scan Server.

Setting Up Client Computers

You can set up any Windows 98, Windows 95, or Windows NT 4.0 computer as a client, as long as it is configured and operational on an existing network with TCP/IP Protocol installed. To set up a client computer, you'll need to know the IP address or host name of the scanner server. Also, make sure the TCP/IP Protocol is installed. (See Appendix A, "Installing the TCP/IP Protocol," for instructions, if necessary.)

Installing the Software

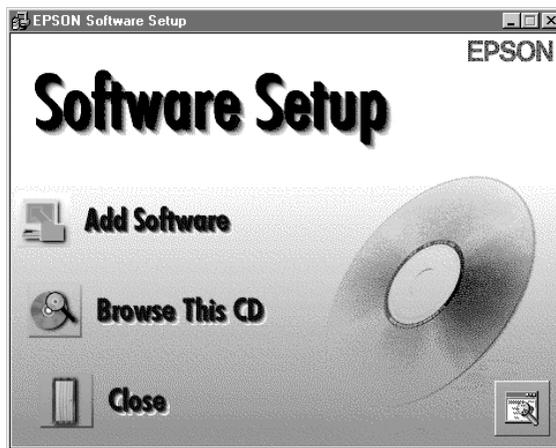
You must install EPSON TWAIN Pro Network on the client computer before the client can use the network scanner. You can install Presto! PageManager on up to six computers. Your scanner comes with a single-user license for PhotoDeluxe and TextBridge Pro. If you want to install these applications on additional computers, please contact the software manufacturer to purchase a site license.

The following instructions are for Windows 98, Windows 95, and Windows NT 4.0:

1. Insert your scanner software CD-ROM if it's not already in your CD-ROM drive.

If you don't see the screen on the right, double-click  My Computer on your desktop, then double-click the  Epson CD-ROM icon. If necessary, double-click the  Cdsetup.exe icon.

2. Click Add Software.

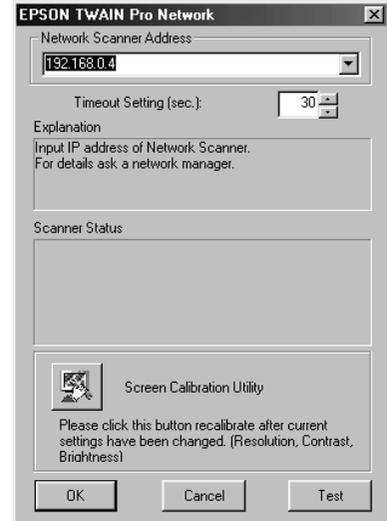


3. Select **EPSON TWAIN Pro Network**. (A check mark appears beside selected applications.) Click to select other software you want to install, or deselect software that you don't want to install. Then click **OK**.



If you're installing the scanner software on Windows 95 or Windows NT, click EPSON TWAIN Pro to deselect it. EPSON TWAIN Pro only works if the scanner is connected to your computer.

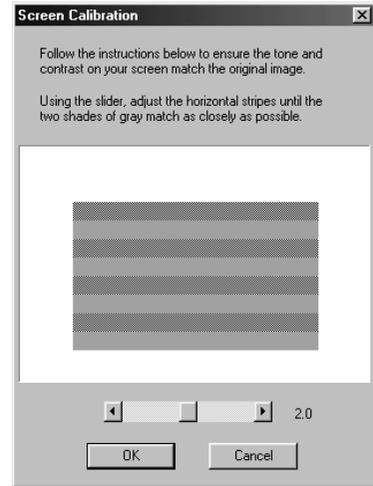
4. Follow the instructions on the screen to continue the installation. When you see the window to the right, enter the IP address of the scanner server in the Network Scanner Address box.
5. Click **Test** to test the connection. If your computer is communicating with the scanner server and the scanner is on, you see a message that the scanner is available. Then click **OK** to save your settings.



If you need to connect to a different network scanner or change the timeout setting, you can open the EPSON TWAIN Pro Network window anytime by double-clicking the EPSON TWAIN Pro Network icon in the Control Panel. You can enter up to five IP addresses or host names in the Network Scanner Address box.

6. Follow the instructions on the screen. When you see the Screen Calibration window, move the slider right or left until the stripes match as closely as possible. (The stripes will not match perfectly.) Then click **OK**.

The EPSON Screen Calibration Utility calibrates the preview image you see in your EPSON TWAIN Pro driver to match your monitor settings.



You won't need to change the screen calibration as long as you continue to use the same display. If you need to recalibrate your screen at a later time, double-click the EPSON TWAIN Pro Network icon in the Control Panel to open the EPSON Pro Network window. Then click the Screen Calibration Utility button at the bottom of the window.

7. Follow the instructions on the screen to complete installation of any other software you've selected in the EPSON Software Setup window.
8. If you want to install PhotoDeluxe and TextBridge Pro, see page 33 for instructions. When you're done installing software, restart your computer.

Using a Network Scanner

Here are a few guidelines for network scanning:

- Turn on the scanner first. The scanner server must be turned on and running EPSON Scan Server.
- From a host application (such as Presto! PageManager) on the client computer, start EPSON TWAIN Pro Network to establish a connection to the scanner server. Only one client computer can access the scanner server at a time. (See “Starting EPSON TWAIN Pro Network” on page 77 for instructions.)
- Choose your settings, then place your document on the scanner or in the optional automatic document feeder. (See Chapter 4, “How to Scan,” for more information.)
- Start the scan. Although this can be done from EPSON TWAIN Pro Network on the client computer, it may be more convenient to press the scanner’s  Start button or to start the scan from the scanner server. A progress meter appears on both the scanner server and client computer as the image is pre-scanned, then scanned.

If you want to scan more than one image, place your second image on the document table and press the scanner’s  Start button again. Repeat this step for every image you want to scan. (The settings you chose for the first image apply to these images too.)

- When you return to the client computer, your scanned images appear in the host application’s window. Close EPSON TWAIN Pro Network to end your connection to the scanner server and allow other client computers to use the scanner.



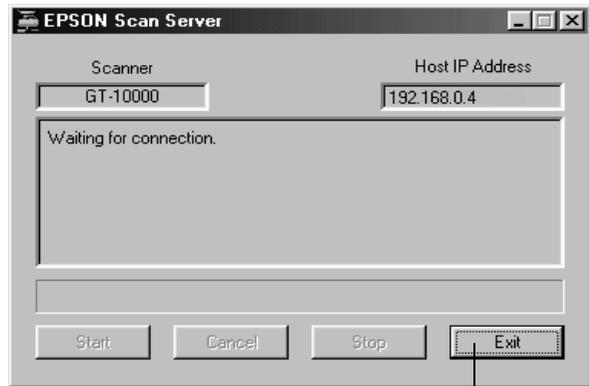
When you press the  Start button, some applications automatically close the client computer’s connection to the scanner server when the scan is finished. You can’t use the  Start button to scan multiple images if you’re using these applications.

Starting EPSON Scan Server

EPSON Scan Server starts automatically whenever the scanner server is turned on. When EPSON Scan Server is running, you'll see either the EPSON Scan Server dialog box, or the  EPSON Scan Server icon on the Windows taskbar. If you need to start EPSON Scan Server manually, click **Start, Programs, EPSON Scan Server**, and then select **EPSON Scan Server**.

You can quit EPSON Scan Server at any time. Just click the **Exit** button on the EPSON Scan Server dialog box.

Before you exit, make sure no client computers are trying to use the scanner. Don't exit if the status area of the EPSON Scan Server dialog box indicates that you are connecting to a client. Wait until you see the message **Waiting for connection.**



click to exit



If you installed EPSON TWAIN Pro on the scanner server so that you could make a direct connection to the scanner, remember that you must exit EPSON Scan Server to use EPSON TWAIN Pro. EPSON Scan Server disables EPSON TWAIN Pro.

Starting EPSON TWAIN Pro Network

When you start EPSON TWAIN Pro Network on your client computer, you connect to the scanner server. Only one client computer can access the scanner server at a time. Follow these steps:

1. Start your host application.
2. Select EPSON TWAIN Pro Network as your source, or scanner driver. (You need to do this step only once.)

For example, if you're using Presto! PageManager for EPSON as your host application, choose **Select Source** from the File menu. In the Select Source window, choose **EPSON TWAIN Pro Network** and click **Select**.



The command you choose from the File menu depends on the host application. With some applications, for example, you might choose Import or Select TWAIN_32 Source.

3. Start EPSON TWAIN Pro Network.

If your host application is Presto! PageManager for EPSON, choose **Acquire** from the File menu. When EPSON TWAIN Pro Network starts, the EPSON TWAIN Pro Network main menu appears and you connect to the scanner server.

Since the settings and controls for EPSON TWAIN Pro Network are the same as those for EPSON TWAIN Pro, see “Scanning From Start to Finish” on page 46 for scanning instructions. For more detailed information about the settings, see the *EPSON GT-10000 Reference Guide* on your scanner software CD-ROM.

Starting a Scan

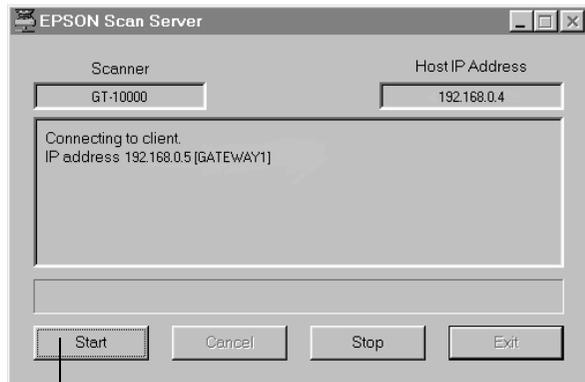
You can start a scan on your network scanner in several ways. However, the client computer must be running EPSON TWAIN Pro Network to connect to the scanner server.

- You can start EPSON TWAIN Pro Network on the client computer, make your scan settings, and click the **Scan** button on the EPSON TWAIN Pro Network main window. The scanned image is imported into your host application's window.
- You can press the  **Start** button on the scanner to send the scanned image to the client computer that is currently connected to the scanner server.



click to start a scan from the client computer

- You can click the **Start** button on the EPSON Scan Server dialog box to send the scanned image to the client computer currently connected to the scanner server.



click to start a scan from the scanner server

Stopping a Scan in Progress

You can stop a scan in progress from either the client computer or the scanner server:

- To cancel a scan from the client computer, click the **Cancel** button on the Progress bar.
- To cancel from the scanner server, click the **Cancel** button at the bottom of the EPSON Scan Server dialog box.
- To break the connection between the client computer and the scanner server, click the **Stop** button on the EPSON Scan Server dialog box. This closes EPSON TWAIN Pro Network on the client computer and allows other client computers to connect to the scanner server.

Chapter 6

Solving Problems

This chapter helps you diagnose and solve scanner problems. It explains how to upgrade your computer system to improve scanner performance and how to interpret the scanner's lights. It also provides solutions to common set-up and software problems.

For additional software troubleshooting tips, see the "Troubleshooting" chapter of your electronic *EPSON GT-10000 Software Reference Guide*.



Upgrading Your System

To improve your image processing speed and the appearance of the images on your monitor, you can add the following items to your system:

- **Additional memory.** Scanned images use much more memory than text files, so you may need more RAM in your computer and a larger hard disk.
- **Accelerator board.** You may want to increase your system's processing speed; large files take longer to process than small ones.
- **Video card.** If your scanned images look grainy or have poor gradient fills on your monitor, you may want to upgrade your video card. You'll need 24-bit color (also called true color or millions of colors) or better for the highest-quality image reproductions.
- **High resolution monitor.** The resolution of your monitor also affects the quality of the image you see. Consider a high resolution monitor if you do precise color work, but be sure you have a compatible video card.
- **Compression software.** Many different programs are available to make image files smaller for storage or transmission. For example, they can enable you to store a 3MB image file on a 1.44MB diskette. Compression software can compress images and restore them with virtually no loss of data or quality.

Indicator Lights

If an error occurs, the scanner stops operating. The READY and ERROR lights indicate the type of error.

Scanner indicator lights

Light	Light status	Color	Scanner status
READY	On	Green	Ready to scan images.
	Flashing		Scanning is in progress.
ERROR	On	Red	An error occurred; see the following table for more information.
	Flashing		

Error conditions

ERROR light	READY light	Error type	Solution
On	On	Command error	The scanner has received incorrect commands from your scanning software. Try rescanning the document.
Flashing	Off	Interface error	Check that your scanner is securely connected to your computer, and then turn the scanner off and back on again.
Flashing	Flashing	Fatal error	Make sure the transportation lock is in the unlocked position, then turn the scanner off and on again. If this doesn't solve the problem, call your EPSON dealer.
Off	Off	Option error	Check to make sure the optional automatic document feeder (ADF) is installed correctly, and that it's lying flat on the document table. Also, check that the ADF isn't out of paper and doesn't have a paper jam. If this doesn't solve the problem, call your EPSON dealer.

Problems and Solutions

If you're having problems, check this section.

Set-Up Problems

You can't install the scanner software

Make sure your computer meets the system requirements. See page 116.

Your system doesn't recognize the SCSI board

- Make sure your SCSI board is installed correctly. If it isn't seated firmly in the PCI slot, the computer may not recognize it.
- Check the Plug and Play option for your computer; it should be active.
- Check for IRQ conflicts with built-in options. (Contact your system administrator, if necessary.)

Your system doesn't recognize the scanner

- Check your cable connections. If your cable is securely connected to both the scanner and computer, try another cable. Restart your computer after you change the cable.

- Make sure your scanner is on. If you opened your host application before you turned on the scanner, close your application and reopen it. If that doesn't work, restart your system.
- Check the Plug and Play option for your computer; it should be active.
- Turn off both your scanner and computer. Then turn on your scanner before you turn on the computer.
- Make sure your SCSI board is installed correctly.
- If the SCSI board is found, but not the scanner, check the SCSI terminator and ID. Make sure the SCSI ID doesn't conflict with another SCSI device.
- Uninstall and reinstall your scanner software. See the instructions for uninstalling software on page 93.

Your scanner name doesn't appear in the Scanner Selection list when installing EPSON TWAIN Pro

- Check your cable connections, or try another cable. Restart your computer after you change the cable.
- Turn off both your computer and the scanner. Then turn on the scanner before you turn on the computer.
- Make sure your system is correctly terminated and there are no conflicting SCSI IDs.
- Run the scanner test to make sure the scanner is communicating with your computer.
- Uninstall and reinstall your scanner software. See the instructions for uninstalling software on page 93.
- If you're running Windows 95 or 98, double-click the **Unknown Devices** icon in the Windows Device Manager. If **GT-10000** appears in the list of unknown devices, select it and remove it from the system. Then restart your computer and reinstall the scanner software.

You are unable to connect to the scanner when you click the Test button

- Check to make sure your cable is securely connected to both the scanner and computer.
- Try a different cable. Restart your computer after you change the cable.
- Turn off both the scanner and your computer. Then turn on your scanner before you turn on the computer.
- Make sure your system is correctly terminated and there are no conflicting SCSI IDs.
- If you're using the scanner on a network, check with your network administrator to see whether your computer is on a different router than the scanner server. If it is, make sure the router for the scanner server is configured to allow traffic from your network.
- Uninstall and reinstall your scanner software. See the instructions for uninstalling software on page 93.

Scanner Problems

The OPERATE light doesn't come on or blinks slowly

Check the scanner power cord. Make sure the power cord is securely plugged into the scanner and the power outlet, and that the scanner is turned on. Also, check that the power outlet is working and provides sufficient power for the scanner.

The READY light doesn't come on or flashes

- Check the scanner power cord. Make sure the power cord is securely plugged into the scanner and the power outlet, and that the scanner is turned on.
- Check that the power outlet is working and provides sufficient power for the scanner.
- If you're using an automatic document feeder and both the READY and ERROR lights are off, make sure it is closed (lying flat against the document table). Also, make sure the automatic document feeder doesn't have a paper jam and isn't out of paper.

The scanner doesn't scan your image

- Make sure the scanner is ready to scan. Wait until the READY light stops flashing and remains on.
- Check your image source setting. Make sure EPSON TWAIN Pro or EPSON TWAIN Pro Network is selected.
- Run the scanner test to make sure the scanner is communicating with your computer.
- Make sure you have enough memory to scan your image. If you're scanning a large image or scanning at a high resolution, try closing other programs before you scan. If your computer still doesn't have enough memory to process the image, try scanning at a lower resolution, or select part of the image to scan.
- Make sure the SCSI terminator is set up correctly and the scanner's SCSI ID doesn't conflict with another SCSI device.

- If you're using a network scanner, the scanner may have timed out. Check the time out setting on the EPSON TWAIN Pro Network window and increase the value, if necessary.

If you're using an optional automatic document feeder

- Make sure the unit is correctly installed and connected to the scanner's ADF interface.
- Make sure you're selecting the correct Document Source setting.
- Make sure your automatic document feeder is closed (lying flat against the document table).
- If paper is jammed in your automatic document feeder, see "Fixing Paper Jams" on page 94.

If you installed a ZIP drive

Your ZIP drive may be interfering with your scanner. Disable your ZIP drive, then try using the scanner. Check your System Device Manager in the Control Panel. For Windows NT 4.0, check SCSI Adapters in the Windows Control Panel.

Software Problems

You can't start EPSON TWAIN Pro

- Make sure the scanner's READY light is on.
- Make sure your cable is securely connected to both the scanner and computer.
- Try a different cable. Restart your computer after you change the cable.
- Don't turn the scanner off and on while you're using your computer; an error may occur. Turn both the scanner and computer off, then turn on the scanner before you turn on the computer.
- Make sure the SCSI interface board and software are installed correctly in your computer.
- Check that your system recognizes your scanner and SCSI board. Check your System Device Manager in the Control Panel. For Windows NT 4.0, check SCSI Adapters in the Windows Control Panel.

- Check for conflicts in your SCSI ID number setting, I/O address, the interrupt setting for your SCSI board, and other settings. For information about the SCSI ID setting, see page 11. For information about choosing other settings, see your computer manual.
- Check your image source setting in the Select Source window. Make sure you selected **EPSON TWAIN Pro**.
- If you also installed EPSON Scan Server on your computer, make sure it's not running.
- If you don't see **EPSON TWAIN Pro** or **EPSON TWAIN Pro Network** in the Select Source window, uninstall your software, then reinstall it. See the instructions for uninstalling software on page 93.
- If you have another EPSON scanner and have a previous version of EPSON TWAIN installed, uninstall the older version. See the instructions for uninstalling software on page 93.

You can't start EPSON TWAIN Pro Network from a client computer

- Make sure the scanner and the scanner server are both turned on.
- Make sure the cables connecting the scanner, the scanner server, and the client computer meet the system requirements and are properly connected. See page 116.
- Make sure the correct IP address for the scanner server is entered in the EPSON TWAIN Pro Network window for the client computer.
- Make sure the network interface card is installed correctly in both the scanner server and the client computer.
- Make sure both the scanner server and client computer are running the TCP/IP protocol.
- If more than one scanner is connected to the scanner server, make sure the EPSON GT-10000 is selected as the default scanner.

The scanner software doesn't work properly

- Make sure the system requirements (for example, the operating system version) are correct for your software. See page 116.
- Check your computer's memory. If you're running other software at the same time, using RAM resident programs, or have many device drivers, the computer may not have enough memory. (See your software and computer manuals.) If you're scanning a large image or scanning at a high resolution, your computer may not have enough memory to process the image.
- Check your software installation. Make sure that your software is correctly installed and set up. If all else fails, uninstall your software, then reinstall it. See the instructions for uninstalling software on page 93.

You can't select the automatic document feeder as your Document Source

- Make sure the ADF is installed properly (see page 36). If necessary, reinstall it, then restart your computer.
- Make sure your scanner is turned on. Restart your computer after you turn it on.

Scanning Problems



The file size is too big

Adjust your scan settings. Try selecting a lower resolution (dpi), or scan only part of the image.



Your scanned image is faint or has gaps

- Check the brightness. Decrease the software or driver's brightness setting.
- Try adjusting the Gamma and Exposure settings.
- Check the condition of your original. If the document is damaged, dirty, or wrinkled, these imperfections will show up in your scan.
- Make sure the document is placed flat against the document table.



Your scanned image is blurred or distorted

- Check the position and condition of your document. Make sure the document is placed flat against the scanner's document table glass. If only part of the image is blurred, part of your document may be wrinkled or warped.
- Make sure the document table glass is clean.
- Make sure the scanner is on a flat, stable surface.



The edges of the document aren't scanned

- Check the position of your document. Adjust it so that the image is within the glass area of the document table.
- If colors are patchy or distorted at the edges of the image, the document may be too thick, or there may be outside light interfering with the scan.



Your image scans at an angle

Check the position of your document. It may be placed at an angle on the document table. Align it so the horizontal and vertical edges are carefully aligned with the scales on the top and side of the document table.

The printed image is larger or smaller than the original

You can't judge the size of the printed image by what you see on your screen. The image size settings in your scanner software determine the size of the printed image.

Straight lines in the image come out jagged

Make sure the document is aligned with the scales on the top and side of the document table.

OCR scanning produces poor character recognition

- Select OCR as both the Image Type and Destination.
- Select Text Enhancement Technology for the B/W Option in the Image Type window.
- Adjust the Threshold setting in the Image Controls window.

The image doesn't scan, or you can only scan a few dots

- Make sure the document is face down on the document table.
- If you're using an automatic document feeder, make sure the original document is inserted face up.
- If you've selected OCR as your Image Type, select None for the B/W Option in the Image Type window. Then adjust the Threshold setting in the Image Controls window. Or try changing the Image Type from OCR to Line Art, then adjust the Threshold setting.

The colors in your scanned image look strange, or look different than the colors in the original document

- Run the EPSON Screen Calibration Utility.
- Make sure the Image Type and Destination settings are correct.
- Try different combinations of gamma and color settings in your scanner software.
- If you're using an automatic document feeder, make sure it's closed when scanning.
- Make sure Unsharp Mask is deselected in the Destination window.
- Printed colors will not match the colors on your monitor exactly, since printers and monitors use different color systems.

Moiré (cross-hatch) patterns appear in the image when you perform halftone scanning

- Make the image size slightly smaller.
- Use a transparent sheet between the document and the document table to defocus the image.

- Reposition the document on the document table. If necessary, position the document at a slight angle.
- Select **24-bit Color De-screening** as your Image Type, or select **On for De-screening** in the Image Type window.
- Make sure **Unsharp Mask** is deselected in the Destination window.

You can't print scanned images, or the printed image looks garbled

- Make sure your printer is securely connected to your computer and that you're using the correct cable.
- Make sure the correct printer is selected in your application.

A line of dots is always missing from the image

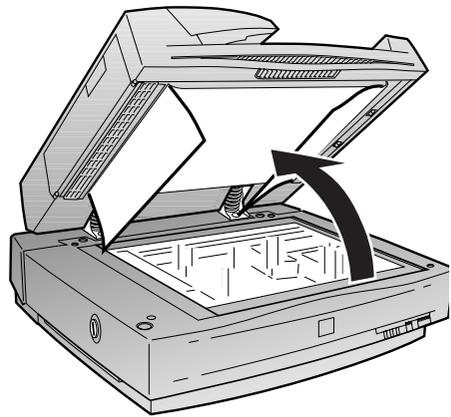
- When a line of dots is missing from the scanned image on your screen, the scanner sensor has malfunctioned. Contact your dealer.
- When a line of dots is missing from your printouts, your print head has malfunctioned. See your printer manual.

Solving Problems with the Automatic Document Feeder

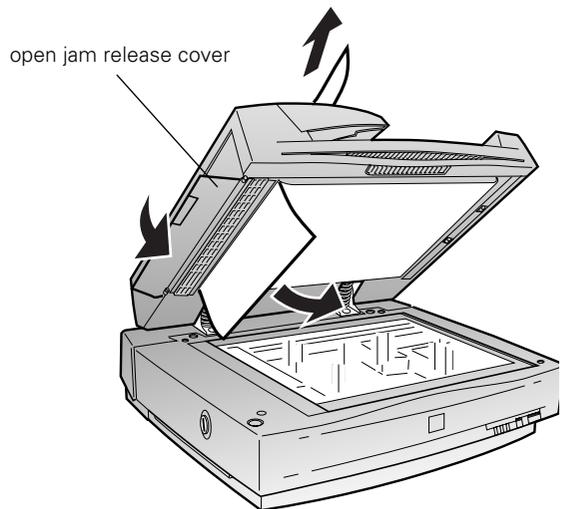
This section gives you instructions for fixing paper jams and adjusting the scanning position for the optional automatic document feeder (ADF).

Fixing Paper Jams

First open the ADF cover to determine where the paper jam occurred.

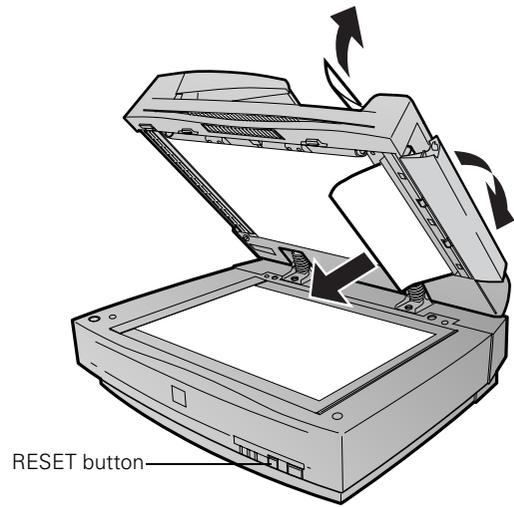


If paper is jammed in the feeder, open the cover on the left and slowly pull out the jammed paper as shown. (Be careful not to pull too hard or the paper may tear, making it more difficult to remove.)



If paper jams in the paper eject position, open the cover on the right and slowly pull out the jammed paper as shown. (Be careful not to pull too hard or the paper may tear, making it more difficult to remove.)

After removing the jammed paper, close the ADF cover and reset the scanner by turning it off and on again or pressing the **RESET** button.



Adjusting the Scanning Position of the ADF

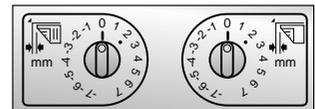
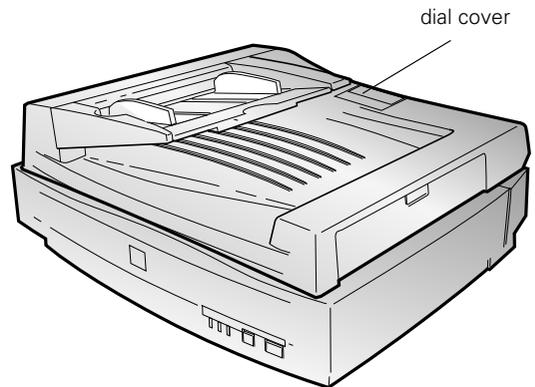
If your document feeds into the ADF too far or not far enough, adjust the scanning position using the adjustment dials. This problem may occur if the stopper is not installed or not positioned properly on the document table, so first make sure the stopper is installed as described in “Installing the Optional ADF” on page 36. To access the dials, slide open the dial cover on the rear of the ADF.

The right dial controls where paper stops when it is first loaded from the feeder. The left dial controls where double-sided originals stop during scanning of the second side.

If the upper portion of the scanned image is missing, turn the dial clockwise.

If the lower portion of the scanned image is missing, turn the dial counterclockwise.

The position changes in 1-mm (0.04-inch) increments.



Where To Get Help

EPSON Technical Support

EPSON provides technical assistance through electronic support services and automated telephone services 24 hours a day. The following tables list the contact information:

Electronic support services

Service	Access
World Wide Web	From the Internet, you can reach EPSON's Home Page at http://www.epson.com .
EPSON Internet FTP Site	If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto ftp.epson.com with the user name anonymous and your e-mail address as the password.

Automated telephone services

Service	Access
EPSON SoundAdvice SM	For pre-recorded answers to commonly asked questions about EPSON products 24 hours a day, 7 days a week, call (800) 922-8911 .
EPSON FaxAdvice TM	Access EPSON's technical information library by calling (800) 922-8911 . You must provide a return fax number to use this service.
EPSON Referral Service	For the location of your nearest Authorized EPSON Reseller or Customer Care Center, call (800) 922-8911 .

To speak to a technical support representative, dial (562) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 AM to 6 PM, Pacific Time, Monday through Friday. Toll or long distance charges may apply.

Before you call, please have the following information ready:

- Product name (EPSON GT-10000)
- Product serial number (located on the back of scanner)
- Computer configuration
- Description of the problem

You can purchase genuine EPSON supplies and accessories from EPSON Accessories at (800) 873-7766 (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral. Or visit our web site at www.epsonsupplies.com (U.S. sales only).



If you need help using another manufacturer's software with an EPSON product, see the documentation for that software for technical support information.

Software Technical Support

Software	Telephone	Fax	Online and E-mail
EPSON TWAIN Pro, EPSON TWAIN Pro Network, EPSON Scan Server	(562) 276-4382 (800) 922-8911	(800) 922-8911 fax-on-demand system	http://support.epson.com
Adobe PhotoDeluxe Business Edition	(900) 555-2200 \$2.00 per minute	—	www.adobe.com/ supportservice/ custsupport/ techsupport.html techdocs@adobe.com
NewSoft Presto! PageManager	(510) 445-8616	(510) 445-8601	www.newssoftinc.com
Xerox TextBridge Pro	(888) 887-2288 \$14.95 per issue	—	www.scansoft.com

Chapter 7

Maintaining and Transporting Your Scanner

This chapter explains how to care for your scanner and prepare it for a move.



Cleaning the Scanner

To keep your scanner operating at its best, you should clean it periodically. Before cleaning it, turn the scanner off and unplug its power cable. Then clean the outside with a soft cloth using mild detergent diluted in water.

If the glass of the document table gets dirty, clean it with a soft, dry, lint-free cloth. If grease or other hard-to-remove material gets on the glass, remove it with a small amount of glass cleaner on a soft, lint-free cloth. Wipe off any remaining moisture with a dry, lint-free cloth.

Do not:

- Scratch or damage the document table glass.
- Use a hard or abrasive brush to clean the scanner.
- Use alcohol, thinner, or corrosive solvents.
- Spill liquids into the scanner mechanism or electronic components.
- Spray lubricants inside the scanner.

Replacing the Fluorescent Lamp

The luminosity of the fluorescent lamp declines over time. If the lamp breaks or becomes too dim to operate normally, the scanner stops working and both the READY and ERROR lights flash. If this happens, the lamp assembly may need to be replaced. Contact your local EPSON Customer Care Center. (See “Where To Get Help” on page 96.)

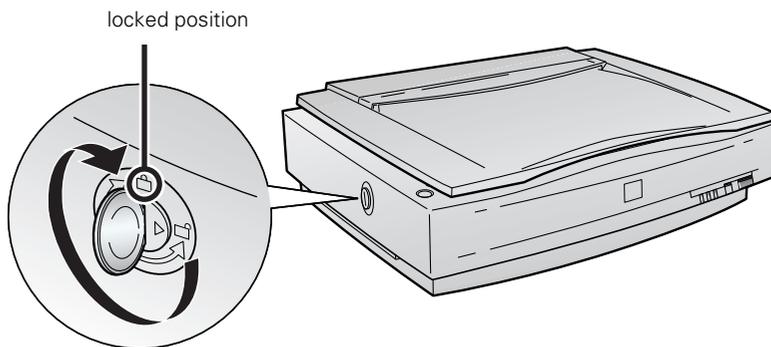


Never open the case of the scanner. If you think repairs or adjustments are necessary, consult your EPSON Customer Care Center.

Transporting the Scanner

If you need to transport the scanner or store it for an extended period, you must secure the carriage beforehand. Turn on the scanner and wait until the carriage moves to the home position (the left side). Then turn off the scanner.

Turn the transportation lock to the locked position to secure the carriage.



If the scanner is inoperable, the carriage may not automatically return to the home position. If it doesn't, raise the right side of the scanner and hold it up until the carriage comes to rest at the left side. Then turn the transportation lock to the locked position.

Appendix A

Installing the TCP/IP Protocol

To use your EPSON GT-10000 as a network scanner, the computers must be configured and operational on an existing network with TCP/IP Protocol installed. In addition, both the scanner server and client computers must have an IP address assigned.



If you're running DHCP and WINS, or if you have a DNS server, you may find it easier to use a host name rather than an IP address to identify the scanner server. To specify a host name, you must enable DNS. See your Windows documentation for instructions.

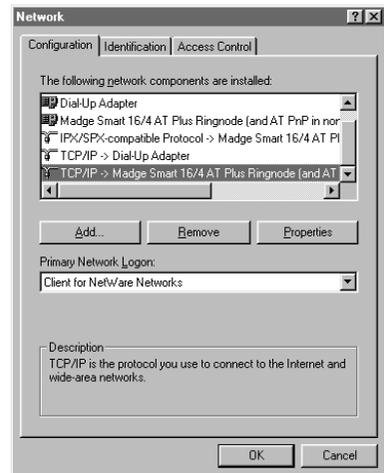
Installing the TCP/IP Protocol on Windows 98 and Windows 95

1. Double-click the Network icon in the Control Panel. If necessary, click the Configuration tab to display the screen on the right.
2. Check that TCP/IP appears in the list of installed network components.

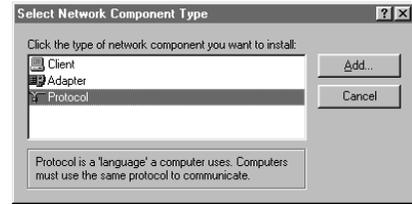
If it appears in the list, go to “Assigning an IP Address” on page 102.

If you don't see TCP/IP in the list, continue with the next step.

3. Click the Add button.

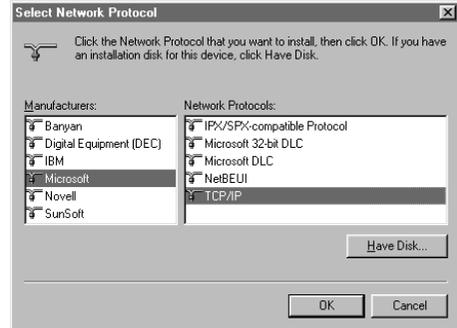


4. When you see the screen on the right, select **Protocol** from the list and click the **Add** button. The Select Network Protocol window appears.



5. Select **Microsoft** from the Manufacturers list, and **TCP/IP** from the Network Protocols list. Then click **OK**.

6. Continue with the instructions in the next section to assign an IP address.



Assigning an IP Address

If your network is connected to the Internet, ask your Internet provider or system administrator for a formal IP address.

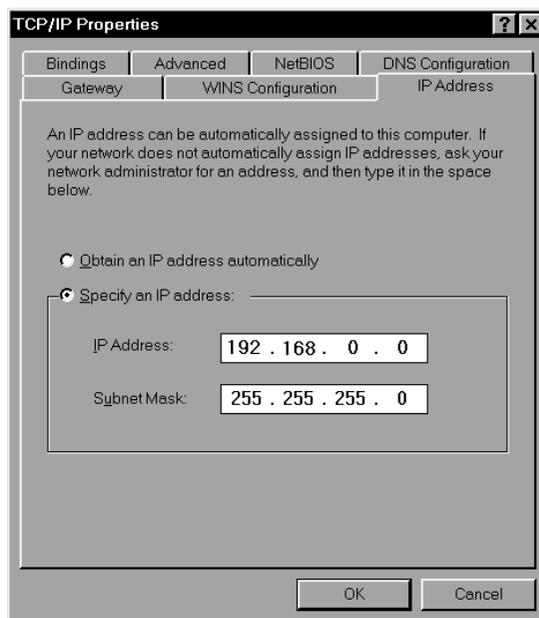
If your network is not connected to the Internet, you can use an IP address in the following ranges: 10.0.0.0 to 10.255.255.255, 172.16.0.0 to 172.31.255.255, or 192.168.0.0 to 192.168.255.255. Make sure you use a different IP address for every computer on your network.



If you encounter problems connecting to the internet using the IP addresses listed above, please contact your system administrator.

When you have your IP address, follow the steps below to assign it to your computer.

1. Select TCP/IP on the list of installed network components, and then click the **Properties** button. If necessary, click the **IP Address** tab.
2. Click **Specify an IP address**, and then enter the IP address and subnet mask.



If you're using a DHCP server on your network, you can assign an IP address automatically by selecting Obtain an IP address automatically and clicking OK.

3. Click **OK** to close the TCP/IP Properties window, then click **OK** again to close the Network window and have your IP address assignment take effect.

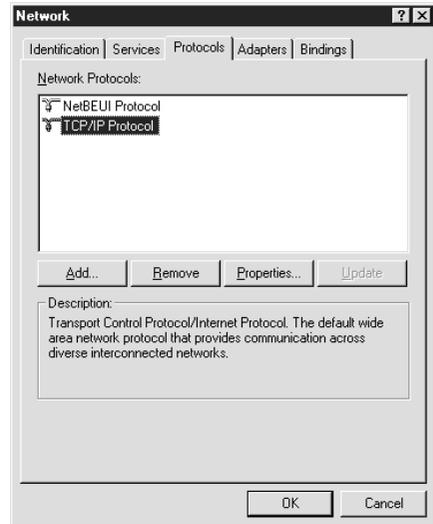
Make sure you share the IP address for the scanner server with all client computers on the network.

Installing the TCP/IP Protocol on Windows NT 4.0

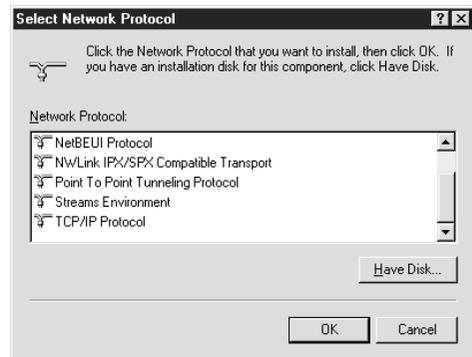
1. Double-click the Network icon in the Control Panel. If necessary, click the Protocols tab.
2. Check that TCP/IP Protocol appears in the list of network protocols.

If it appears in the list, go to “Assigning an IP Address” on page 105.

If you don’t see TCP/IP Protocol in the list, continue with the next step.



3. Click the Add button. You see the screen on the right.
4. Select TCP/IP Protocol and click OK.
5. Continue with the instructions in the next section to assign an IP address.



Assigning an IP Address

If your network is connected to the Internet, ask your Internet provider or system administrator for a formal IP address.

If your network is not connected to the Internet, you can use an IP address in the following ranges: 10.0.0.0 to 10.255.255.255, 172.16.0.0 to 172.31.255.255, or 192.168.0.0 to 192.168.255.255. Make sure you use a different IP address for every computer on your network.

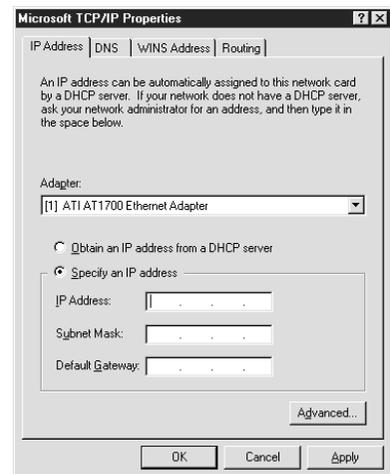


If you use IP addresses in the ranges listed above, you need to change them before you connect the network to the Internet. Otherwise you'll experience IP address conflicts.

If your network uses a DHCP server, you don't need to obtain an IP address before beginning this procedure; the server finds one for you.

Follow the steps below to assign the IP address to your computer:

1. Select **TCP/IP Protocol** in the Network Protocols list on the Protocols tab, and then click the **Properties** button.
2. Click the **IP Address** tab to display the screen on the right.
3. Click **Specify an IP address**, and then enter your IP address and subnet mask. Click **OK**. (If you're using a DHCP server on your network, you can assign an IP address automatically by selecting **Obtain an IP address from a DHCP server** and clicking **OK**.)
4. Click **OK** again to close the Network window and have your IP address assignment take effect.



Make sure you share the IP address for the scanner server with all client computers on the network.

Appendix B

Specifications

This appendix provides the technical specifications for your scanner and the optional automatic document feeder.



Specifications are subject to change without notice.

Scanning

Scanner type:	Flatbed, color
Photoelectric device:	Color CCD line sensor
Effective pixels:	7020 dots × 10200 pixels at 600 dpi, 100%
Document size:	11.7 × 17.0 inches (297 × 432 mm) (the reading area can be specified from your software)
Scanning resolution:	600 dpi main 2400 dpi sub with micro-step
Output resolution:	50 to 4800 dpi (1-dpi increments)
Color separation:	RGB color filters on CCD
Reading sequence:	Monochrome: 1-pass scanning Color byte sequence: 1-pass scanning (R, G, B) Color line sequence: 1-pass scanning (R, G, B)
Zoom:	50 to 200 percent in 1-percent increments
Image data:	36 bits input; 24 bits output (color) 12 bits input; 8 bits output (grayscale)

Brightness:	7 levels
Line art settings:	Fixed threshold with Text Enhancement Technology (TET) enabled
Halftoning process:	AAS (Auto Area Segmentation) Enable/disable selectable 3 halftoning modes (A, B, and C) 4 dither patterns (A, B, C, and D) for bi-level and quad-level data (2 downloadable dither patterns) 2 user-defined dither patterns (A, B)
Gamma correction:	2 types for CRT display 3 types for printer 1 user-defined table
Color correction:	1 type for CRT display 3 types for printer output (available in color byte sequence mode and color line sequence mode) 1 type user-defined
Interface:	SCSI II (two 50-pin half pitch connectors)
Options:	Automatic Document Feeder (ADF)
Supported documents:	Opaque documents with smooth surfaces
Light source:	Xenon fluorescent lamp
Reliability:	Main unit MCBF: 100,000 cycles of carriage movements
Dimensions:	Width: 25.8 inches (656 mm) Depth: 18.0 inches (458 mm) Height: 6.9 inches (176 mm)
Weight:	Approximately 46.3 lb (21 kg)

Electrical

Specifications	100 to 120 VAC model	220 to 240 VAC model
Input voltage range	100 to 240 VAC, universal auto-switching	
Rated frequency	50 to 60 Hz	
Input frequency	49.5 to 60.5 Hz	
Rated current	1.2 A	0.7 A
Power consumption	Approx. 50 W without ADF Approx. 55 W with ADF	
Insulation resistance	10 mΩ at 500 VDC (between AC line and chassis)	
Dielectric strength	1.5 k VAC, 1 min (between AC line and chassis)	



Check the label on the back of the scanner for voltage information.

Environmental

Specifications	Operation	Storage
Temperature	41 to 95 °F (5 to 35 °C)	-13 to 140 °F (-25 to 60 °C)
Humidity (without condensation)	10 to 80%	10 to 85%
Operating conditions	Ordinary office or home conditions Extreme dust should be avoided Operation under direct sunlight or near a strong light source should be avoided	

Safety Approvals

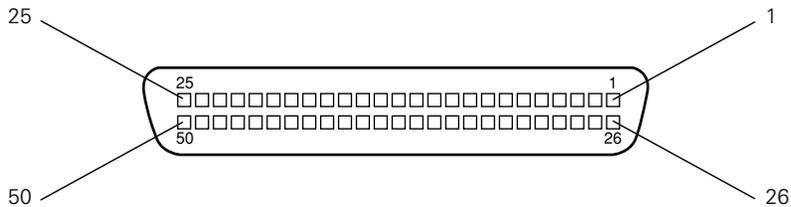
Safety standards:	UL 1950 with D3 CSA C22.2 No. 950 EN60950 (VDE) IEC950 (ROSTEST, PSB) EN 60950 (NEMKO)
EMC:	FCC part 15 subpart B class B CSA C108.8 class B AS/NZS3548 class B CISPR Pub22 class B CNS13438 class B EN 55022 (CISPR Pub 22) class B
CE marking:	Low Voltage Directive 73/23/EEC EMC Directive 89/336/EEC
	EN 60950 EN 55022 Class B EN 61000-3-2 EN 61000-3-3 EN 50082-1 IEC 801-2 IEC 801-3 IEC 801-4

Resistance to Noise

Static electricity:	Case: Operated properly at 10 kV or less Metal: Operated properly at 7 kV or less
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SCSI Interface

- Interface type: ANSI X3T9.2/375R Revision 10L (SCSI 2)
- Functions:
 - BUS FREE phase
 - ARBITRATION phase
 - SELECTION/RESELECTION phase
 - COMMAND phase (the Logical unit number is fixed at 0 and the command link function is not supported)
 - DATA phase
 - DATA IN phase
 - DATA OUT phase
 - STATUS phase
 - MESSAGE phase
 - MESSAGE IN phase
 - MESSAGE OUT phase
 - ATTENTION condition
 - RESET condition
- Logic level: TTL compatible
- Electrical standard: ANSI X3T9.2/375R Revision 10L (SCSI 2)
- ID setting: Can be set from 0 to 7
- Terminator: Internal terminator selectable (enable/disable)
- Connector type: Two half-pitch 50-pin connectors
- Connector pin arrangement:



Dimensions:	Width:	23.6 inches (601 mm)
	Depth:	20.8 inches (528 mm)
	Height:	4.8 inches (122 mm)
Weight:	35.2 lb (16 kg)	

Documents Supported

Document size:	Portrait: A3, Ledger, B4, Legal, A4, Letter, B5, A5, 5.5 × 5.8 inch (140 × 148 mm) Landscape: A4, Letter, B5, A5
Feeding capacity:	50 sheets of 21 lb (80 g/m ²) paper: A4, Letter or smaller 30 sheets of 21 lb (80 g/m ²) paper: B4, Legal or larger
Ejecting capacity:	100 sheets
Paper quality:	High-quality bond paper
Compatible paper types:	High-quality paper, ink jet paper, bond paper
Incompatible paper types:	Tracing paper, OHP film, or label sheets Coated, pasted, carbon, catalog, or specialty fiber paper (such as rice paper) Stapled, clipped, torn, curled, bent, or paper with holes
Paper thickness:	13 to 33 lb (50 to 127 g/m ²)

Electrical

Power supply:	Supplied through the scanner 24 ± 10% VDC 5 ± 10% VDC
Consumption current:	24 VDC: 2.0 A 5 VDC: 0.3 A
Insulation resistance:	10 mΩ or more at 500 VDC (between AC line and chassis)
Dielectric strength:	1000 VAC per minute (between AC line and chassis)
Resistance to static electric noise:	Case: Operated properly at 10 kV or less Metal: Operated properly at 7 kV or less

Appendix C

Notices

This appendix includes system and environmental requirements, safety instructions, and other important information about your EPSON GT-10000.



Important Safety Instructions

Read all of these instructions and save them for later reference. Follow all warnings and instructions marked on the scanner.

- Unplug the scanner before cleaning. Clean with a damp cloth only. Do not spill liquid on the scanner.
- Do not place the scanner on an unstable surface or near a radiator or heat source.
- Do not block or cover the openings in the scanner's cabinet. Do not insert objects through the slots.
- Use only the type of power source indicated on the scanner's label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the scanner, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

- Do not attempt to service the scanner yourself.
- Unplug the scanner and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the scanner; if the scanner has been dropped or the cabinet damaged; if the scanner does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.



System Requirements

The minimum system requirements for Windows are listed below. For optimum performance, a faster processor and more memory are recommended. If you are scanning high-resolution images, you need more than the minimum available hard disk space listed.

- An IBM-compatible PC with a 486/66 MHz or faster processor (Pentium® recommended).
- Microsoft Windows 95, Windows 98, or Windows NT 4.0 (Service Pack 3).
- 16MB RAM for Windows 95 and Windows 98, 32MB RAM for Windows NT (32MB RAM recommended for all systems).
- 50MB available hard disk space.
- PCI slot for the Adaptec SCSI card (included with your scanner).
- CD-ROM drive and mouse or pointing device.
- VGA color monitor with 640 × 480 or higher resolution (a color monitor with a resolution of 800 × 600 or higher recommended).
- 8-bit, 256-color display adapter card (24-bit display adapter card with millions of colors recommended).



On-screen color and tone reproduction are subject to the display capability of your computer system, including the video card, monitor, and software. See the documentation for these products for details.

ENERGY STAR Compliance



As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency. The EPA ENERGY STAR office equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.

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