Unpack Your Scanner

1. Make sure you have all the parts shown below for your EPSON® scanner.

- Scanner
- Scanner cover/transparency unit
- CD-ROM with EPSON Scan drive, software, and manuals
- Adobe® Photoshop® Elements 2.0 CD-ROM
- Film holders
- USB cables

2. Remove all the packing tape, but leave the large stickers in place until you are instructed to remove it.

3. Insert the hinges on the cover into the square holes at the back of the scanner.

4. Insert the hinges on the cover into the square holes at the back of the scanner.

5. Attach the document mat. Hold the top of the document mat and slide it gently along the document cover. Make sure the tab on the bottom and sides of the document mat fit in the slots on the document cover.

6. Close the cover.

Install the Software

Wait! You must install your software before connecting the scanner to your computer. The installation process may take several minutes. Be sure to close all open programs and turn off any virus protection programs.

The software works with Windows® 98, Me, 2000, and XP, and Macintosh® OS 8.6 to 9.x and OS X 10.2.x. Follow the steps below (for Windows), or the steps in the next column (for Macintosh).

Note: If you don’t already have Adobe Photoshop or Photoshop Elements on your computer, install Photoshop Elements from the CD-ROM included with your scanner.

Windows

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

Photoshop Elements

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM drive. The installer starts automatically. At the first screen, click Next.
2. Make sure US English is selected and click Next.
3. Follow the on-screen instructions to begin installation and accept the software license conditions.
4. When you see this screen, click the Adobe Photoshop Elements button.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn’t start, do the following:
   - Windows XP: Click Start, click My Computer, then double-click the EPSON CD-ROM icon.
   - Windows 98, Me, and 2000: Double-click My Computer, then double-click the EPSON CD-ROM icon.
2. At the language selection screen, select your preferred language.
3. When you see the antivirus software message, click Continue.
4. Read the license agreement, then click Agree to continue.
5. At the Software Installation screen, click Install. The software installs automatically.
6. At the end of the installation, click Exit.
7. Register your scanner when prompted, then remove the CD-ROM.
   Continue with the instructions in the next column to install SilverFast.

SilverFast

1. Insert the LaserSoft SilverFast SE CD-ROM in the CD-ROM or DVD drive. The installer starts automatically.
2. Choose your language from the pull-down menu.
3. Click the Install SilverFast icon.
4. Select the type of plug-in you want to install:
   - Photoshop plug-in installer (for Adobe Photoshop or Photoshop Elements, recommended)
   - TWAIN plug-in installer (for other TWAIN-compliant applications)
5. Click Begin Installation, read the license agreement and click Yes, then follow the steps on the screen to finish the installation.
6. Remove the CD-ROM and continue with the instructions on the back of the sheet to connect the scanner.

Macintosh

Note: EPSON Scan does not support the UNIX® File System (UFS) for Mac® OS X. You must install the software on a disk or in a partition that does not have UFS.

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

Photoshop Elements

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM drive.
2. Double-click the Adobe Photoshop Elements icon.
3. Double-click the Install Photoshop Elements icon.
4. Follow the on-screen instructions to begin installation, and accept the software license conditions. In Mac OS X, enter your administrator name and password, then click OK.
5. When you’re asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.
6. If you don’t have Acrobat Reader, eject the CD-ROM and repeat the steps above to install the software.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive.
2. Double-click the EPSON icon.
3. At the language selection screen, select your preferred language.
4. When you see the antivirus software message, click Continue.
5. Read the license agreement, then click Agree to continue.
6. At the Software Installation screen, click Install. Enter your administrator name and password, if necessary.
7. Follow the on-screen instructions to install the software. If you are prompted to restart, click Quit.
8. At the end of the installation, click Exit.
9. Register your scanner when prompted, then remove the CD-ROM.

Continue with the instructions below to install SilverFast.

SilverFast

1. Insert the LaserSoft SilverFast SE CD-ROM in the CD-ROM or DVD drive. The installer starts automatically.
2. Double-click the EPSON icon.
3. At the language selection screen, select your preferred language.
4. When you see the antivirus software message, click Continue.
5. Read the license agreement, then click Agree to continue.
6. At the Software Installation screen, click Install. Enter your administrator name and password, if necessary.
7. Follow the on-screen instructions to install the software. If you are prompted to restart, click Quit.
8. At the end of the installation, click Exit.
9. Register your scanner when prompted, then remove the CD-ROM.

Finally, SilverFast.
Unpack Your Scanner

1. Make sure you have all the parts shown below for your EPSON® scanner.
2. Remove all the packing tape, but leave the large stickers in place until you are instructed to remove them.
3. Insert the hinges on the cover into the square holes at the back of the scanner.
4. Remove the sticker, then slide the transportation lock to the unlocked position.
5. Attach the document mat. Hold the top of the document mat and slide it gently along the document cover. Make sure the tabs on the bottom and sides of the document mat fit into the slots on the document cover.
6. Close the cover.

Install the Software

Wait! You must install your software before connecting the scanner to your computer. The installation process may take several minutes. Be sure to close all open programs and turn off any virus protection programs.

The software works with Windows® 98, Me, 2000, and XP and Macintosh® OS 8.6 to 9.x and OS X 10.2.x. Follow the steps below (for Windows), or the steps in the next column (for Macintosh).

Note: If you don’t already have Adobe Photoshop or Photoshop Elements on your computer, install Photoshop Elements from the CD-ROM included with your scanner.

Windows

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

Photoshop Elements

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. At the first screen, click Next.
2. Make sure US English is selected and click Next.
3. Follow the on-screen instructions to begin installation and accept the software license conditions.
4. When you see this screen, click the Adobe Photoshop Elements button.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn’t start, do the following:
   - Windows XP: Click Start, click My Computer, then double-click the EPSON® CD-ROM icon.
   - Windows 98, Me, and 2000: Double-click My Computer, then double-click the EPSON® CD-ROM icon.
2. At the language selection screen, select your preferred language.
3. When you see the antivirus software message, click Continue.
4. Read the license agreement, then click Agree to continue.
5. At the Software Installation screen, click Install. The software installs automatically.
6. At the end of the installation, click Exit.
7. Register your scanner when prompted, then remove the CD-ROM.

EPSON Perfection 4870 Photo

Choose your language from the pull-down menu.

3. Click the Install SilverFast icon.

Macintosh

Note: EPSON Scan does not support the LINX® File System (LFS) for Mac® OS X. You must install the software on a disk or in a partition that does not have LFS.

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

Photoshop Elements

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive.
2. Double-click the CD-ROM icon and double-click the English folder.
3. Double-click the Install Photoshop Elements icon.
4. Follow the on-screen instructions to begin installation, and accept the software license conditions. In Mac OS X, enter your administrator name and password, then click OK.
5. When you’re asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.
6. When you see this screen, click the Install button.

SilverFast

1. Insert the LaserSoft SilverFast SE CD-ROM in the CD-ROM or DVD drive. The installer starts automatically.
2. Double-click the EPSON icon.
3. At the language selection screen, select your preferred language.
4. When you see the antivirus software message, click Continue.
5. Read the license agreement, then click Agree to continue.
6. At the Software Installation screen, click Install. Enter your administrator name and password, if necessary.
7. Follow the on-screen instructions to install the software. If you are prompted to restart, click Quit.
8. At the end of the installation, click Exit.
9. Register your scanner when prompted, then remove the CD-ROM.

Continue with the instructions in the next column to install SilverFast.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. Double-click the EPSON CD-ROM icon, if necessary.
2. Double-click the EPSON icon.
3. At the language selection screen, select your preferred language.
4. When you see the antivirus software message, click Continue.
5. Read the license agreement, then click Agree to continue.
6. At the Software Installation screen, click Install. Enter your administrator name and password, if necessary.
7. Follow the on-screen instructions to install the software. If you are prompted to restart, click Quit.
8. At the end of the installation, click Exit.
9. Register your scanner when prompted, then remove the CD-ROM.

Continue with the instructions in the next column to install SilverFast.
Start Here

EPSON Perfection® 4870 Photo

Install the Software

Wait! You must install your software before connecting the scanner to your computer. The installation process may take several minutes. Be sure to close all open programs and turn off any virus protection programs.

The software works with Windows® 98, Me, 2000, and XP and Macintosh® OS 8.6 to 9.x and OS X 10.2.x. Follow the steps below (for Windows), or the steps in the next column (for Macintosh).

Note: If you don’t already have Adobe Photoshop or Photoshop Elements on your computer, install Photoshop Elements from the CD-ROM included with your scanner.

Windows

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

Photoshop Elements

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. At the first screen, click Next.
2. Make sure US English is selected and click Next.
3. Follow the on-screen instructions to begin installation and accept the software license conditions.
4. When you see this screen, click the Adobe Photoshop Elements button.

If you’re installing on Macintosh OS 8.6 to 9.x, you may see a prompt to update your Carbon Library. After the CarbonLib installation is complete and you’ve restarted your system, double-click the EPSON icon, then follow the steps above to continue the installation.

Macintosh

Note: EPSON Scan does not support the UMAX® File System (UPS) for Mac® OS X. You must install the software on a disk or in a partition that does not have UPS.

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

Photoshop Elements

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive.
3. Double-click the Install Photoshop Elements icon.
4. Follow the on-screen instructions to begin installation, and accept the software license conditions. In Mac OS X, enter your administrator name and password, then click OK.
5. When you’re asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.
6. When you see this screen, click the Install button.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically.
2. Choose your language from the pull-down menu.
3. Click the Install SilverFast icon.
4. Select the type of plug-in you want to install:
   - Photoshop plug-in installer (for Adobe Photoshop or Photoshop Elements), recommended
   - TWAIN plug-in installer (for other TWAIN-compliant applications)
5. Click Begin Installation, read the license agreement and click Yes, then follow the steps on the screen to finish the installation.
6. Remove the CD-ROM and continue with the instructions on the back of this sheet to connect the scanner.

SilverFast

Note: Adobe Photoshop Elements does not support the TWAIN® File System (UPS) for Mac® OS X. You must install the software on a disk or in a partition that does not have UPS.

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

Photoshop Elements

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive.
3. Double-click the Install Photoshop Elements icon.
4. Follow the on-screen instructions to begin installation, and accept the software license conditions. In Mac OS X, enter your administrator name and password, then click OK.
5. When you’re asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.
6. When you see this screen, click the Install button.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. Double-click the [EPSON Scanner CD-ROM] icon, if necessary.
2. Double-click the EPSON icon.
3. At the language selection screen, select your preferred language.
4. When you view the antivirus software message, click Continue.
5. Read the license agreement, then click Agree to continue.
6. At the end of the installation, click Exit.

Register your scanner when prompted, then remove the CD-ROM. Continue with the instructions in the next column to install SilverFast.
**Start Here**

**EPSON Perfection® 4870 Photo**

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**Unpack Your Scanner**

1. Make sure you have all the parts shown below for your EPSON® scanner.

   - Scanner
   - Scanner cover/transparent unit
   - CD-ROM with EPSON Scan
drive, software, and
electronic manuals
   - Adobe® Photoshop® Elements 2.0 CD-ROM
   - LaserSoft® SilverFast® CD-ROM
   - Film holders
   - Document mat
   - USB cable

   **Note:** If you’re connecting your scanner using IEEE 1394 (FireWire® or iLink™), you’ll need to purchase an IEEE 1394 cable (not included).

2. Remove all the packing tape, but leave the large stickers in place until you are instructed to remove it.

3. Insert the hinges on the cover into the square holes at the back of the scanner.

4. Remove the sticker, then slide the transportation lock to the unlocked position.

5. Attach the document mat. Hold the top of the document mat and slide it down gently along the document cover. Make sure the tabs on the bottom and sides of the document mat fit in the slots on the document cover.

6. Close the cover.

---

**Install the Software**

**Windows**

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

**Photoshop Elements**

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. At the first screen, click Next.
2. Make sure US English is selected and click Next.
3. Follow the on-screen instructions to begin installation and accept the software license conditions.
4. When you see this screen, click the Adobe Photoshop Elements button.

**Scanner Software**

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn’t start, do the following:
   - Windows XP: Click Start, click My Computer, then double-click the EPSON CD-ROM icon.
   - Windows 98, Me, and 2000: Double-click My Computer, then double-click the EPSON CD-ROM icon.
2. At the language selection screen, select your preferred language.
3. When you see the antivirus software message, click Continue.
4. When you’re finished, click Quit.
5. Register your scanner when prompted, then remove the CD-ROM.

6. Continue with the instructions in the next column to install SilverFast.

---

**Macintosh**

Note: EPSON Scan does not support the UNIX® File System (UFS) for Mac® OS X. You must install the software on a disk or in a partition that does not have UFS.

First you’ll install Adobe Photoshop Elements, then your scanner software, and finally SilverFast.

**Photoshop Elements**

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive.
2. Double-click the or  CD-ROM icon and double-click the English folder.
3. Double-click the Install Photoshop Elements icon.
4. Follow the on-screen instructions to begin installation, and accept the software license conditions. In Mac OS X, enter your administrator name and password, then click OK.
5. When you’re asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.
6. When you see this screen, click the Install button.

---

**SilverFast**

1. Insert the LaserSoft SilverFast SE CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn’t start, do the following:
   - Double-click the EPSON CD-ROM icon, if necessary.
   - Double-click the EPSON icon.
2. At the language selection screen, select your preferred language.
3. When you see the antivirus software message, click Continue.
4. Read the license agreement, then click Agree to continue.
5. At the Software Installation screen, click Install. The software installs automatically.
6. At the end of the installation, click Exit.
7. Register your scanner when prompted, then remove the CD-ROM.

Continue with the instructions in the next column to install SilverFast.

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**Scanner Software**

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn’t start, do the following:
   - Double-click the EPSON CD-ROM icon, if necessary.
   - Double-click the EPSON icon.
2. At the language selection screen, select your preferred language.
3. When you see the antivirus software message, click Continue.
4. Read the license agreement, then click Agree to continue.
5. At the Software Installation screen, click Install. The software installs automatically.
6. At the end of the installation, click Exit.
7. Register your scanner when prompted, then remove the CD-ROM.

Continue with the instructions in the next column to install SilverFast.
Connect the Scanner

After your software is installed, it’s time to connect your scanner.

1. Remove the sticker from the transportation lock. Use a coin to turn the lock clockwise one-quarter turn to unlock the scanner carriage.

2. Remove the sticker from the back of the scanner.

3. Connect the cable for the built-in transparency unit (scanner cover). Make sure the notch and arrow on the connector are facing up.

4. Connect either the USB cable that came with the scanner or an optional IEEE 1394 (FireWire) cable. Do not connect both cables.

Note: If you’re using USB, plug the square end of the USB cable into the scanner’s USB port. Then plug the flat end into any available USB port on your computer or hub.

Scanner Basics

Scanning With Photoshop

You can import your scanned image into Adobe Photoshop, Photoshop Elements, or another TWAIN-compliant application. You can use the tools in these applications to modify the image before you save or print it.

1. Raise the scanner lid and place your photo face down on the glass.

Then close the cover.

2. Start Adobe Photoshop Elements.

In Windows, click Start > Programs or All Programs > Adobe Photoshop Elements 2.0.

On a Macintosh, open the Adobe Photoshop Elements 2 folder (in your Applications folder) and double-click the Photoshop Elements 2.0 icon.


4. EPSON Scan starts, pre-scans, and recognizes the type of image you placed on the scanner; then scans your photo and opens it in Photoshop Elements.

Note: If you don’t like the preview, you can use EPSON Scan to fine-tune the image before scanning. See your Quick Guide or on-screen Perfection 4870 Reference Guide for details.

5. Close EPSON Scan. Then use Photoshop Elements to edit, enhance, save, and print your file.

Note: To scan with the SilverFast plug-in, select SilverFast (Epson-SE) in step 3 instead of EPSON Perfection 4870. See the SilverFast documentation for instructions on using the plug-in.

Enhancing Your Photos

EPSON Scan includes several features to improve your scans, including DIGITAL ICE Technology, Color Restoration, and Dual Removal (for film).

For details on using these features, see your Quick Guide booklet or on-screen Perfection 4870 Reference Guide.

The scanner turns on and the indicator light flashes green. It stops flashing and turns green when the scanner is ready.

Before and After Color Restoration

Before and After Dust Removal

Before and After Digital ICE Technology

Problems?

First, check the indicator light on the scanner.

- **Warming up or scanning.**
  - **Red**: Make sure both transportation locks are unlocked. Try restarting your computer and turning the scanner off and then on again.
  - **Green**: Ready to scan.

- **Make sure both transportation locks are unlocked.**
  - **Off**: Make sure the scanner is connected to your computer and turned on.

If your problem is listed here, try these suggestions.

The New Hardware Wizard appears on your screen.

Click Cancel and follow the steps in “Install the Software” on the other side of this sheet. Disconnect the scanner before installing the software.

If the red light is still flashing, contact your dealer or EPSON.

The scanner makes a grinding noise when it is turned on.

You see a message about a HI-SPEED USB device in Windows XP.

You see an error message when you try to scan, or the scanner doesn’t scan.

Make sure the scanner is connected to your computer, plugged into a power source, and the power switch is turned on.

Make sure both transportation locks are unlocked.

Questions?

Here’s where to look for answers:

Quick Guide

See your Quick Guide for instructions on using DIGITAL ICE Technology, scanning film and text, and basic troubleshooting.

On-Screen Reference Guide

Double-click the Perfection 4870 Reference Guide icon on your desktop. If you don’t install it, insert the scanner software CD-ROM in the CD-ROM or DVD drive. At the Custom Installation screen, select Scanner Reference Guide only, then click Install. You must have Microsoft® Internet Explorer, Netscape® Navigator (version 3.0 or later), or Apple® Safari® (version 1.0 or later) to read the Reference Guide.

On-Screen Help for EPSON Scan

Click the Help button or question mark that appears on the screen when you’re using these programs.

EPSON Technical Support

EPSON provides technical assistance 24 hours a day through the electronic support services and automated telephone services described below:

- World Wide Web
  - From the Internet, you can reach EPSON Support at http://support.epson.com.
  - Automated Telephone Services
    - To use Automated Telephone Services, you must have a touch tone telephone and call (800) 82-8911. Your EPSON SoundsAdvice® Express Code is 70490. Use it to quickly select your scanner in SoundsAdvice®.
    - To Speak to a Customer Service Representative, Dial (900) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 a.m. to 6 p.m., Pacific Time, Monday to Friday. Toll or long distance charges may apply.
    - Before you call, please have the following information ready:
      - Product name (EPSON Perfection 4870 Photo)
      - Product serial number (located on the back of the scanner)
      - Proof of purchase (such as a store receipt) and date of purchase
      - Computer configuration
      - Description of the problem

Software Technical Support

<table>
<thead>
<tr>
<th>Software</th>
<th>Telephone/Fax</th>
<th>Internet and E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPSON Scan</td>
<td>U.S. (900) 276-4382</td>
<td>support.epson.com</td>
</tr>
<tr>
<td>Canada (905) 709-3839</td>
<td>6:00 a.m. to 6:00 p.m., Pacific Time, Monday to Friday</td>
<td></td>
</tr>
<tr>
<td>ABBYY FineReader</td>
<td>(510) 226-6719</td>
<td><a href="mailto:support@abbyyusa.com">support@abbyyusa.com</a></td>
</tr>
<tr>
<td>Sprint</td>
<td>fax: (510) 226-6689</td>
<td><a href="http://www.abbyyusa.com">www.abbyyusa.com</a></td>
</tr>
<tr>
<td>Adobe Photoshop Elements</td>
<td>(206) 675-6126</td>
<td><a href="mailto:support@adobe.com">support@adobe.com</a></td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>(510) 226-6689</td>
<td><a href="http://www.adobe.com/support">www.adobe.com/support</a></td>
</tr>
<tr>
<td>LaserSoft Imaging®</td>
<td>(408) 387-7574</td>
<td><a href="mailto:techdocs@adobe.com">techdocs@adobe.com</a></td>
</tr>
<tr>
<td>LaserSoft Imaging®</td>
<td>(900) 922-8911</td>
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</tbody>
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* Toll or long distance charges may apply.
Connect the Scanner

After your software is installed, it's time to connect your scanner.

1. Remove the sticker from the transportation lock. Use a coin to turn the lock clockwise one-quarter turn to unlock the scanner carriage.
2. Remove the sticker from the back of the scanner.
3. Connect the cable for the built-in transparency unit (scanner cover). Make sure the notch and arrow on the connector are facing up.
4. Connect either the USB cable that came with the scanner or an optional USB cable. If you're using USB, plug the square end of the USB cable into the scanner's USB port. Then plug the flat end into any available USB port on your computer or hub.

Scanner Basics

Scanning With Photoshop

You can import your scanned image into Adobe Photoshop, Photoshop Elements, or another TWAIN-compliant application. You can use the tools in these applications to modify the image before you save or print it.

1. Raise the scanner lid and place your photo face down on the glass.
2. Start Adobe Photoshop Elements. In Windows, click Start > Programs > All Programs > Adobe Photoshop Elements 2.0. On a Macintosh, open the Adobe Photoshop Elements folder (in your Applications folder) and double-click the Photoshop Elements 2.0 icon.
4. EPSON Scan starts, pre-scans, and recognizes the type of image you placed on the scanner; then scans your photo and opens it in Photoshop Elements.
5. Close EPSON Scan. Then use Photoshop Elements to edit, enhance, save, and print your file.

Note: To scan with the SilverFast plug-in, select SilverFast (Epson-SE) in step 3 instead of EPSON Perfection 4870. See the SilverFast documentation for instructions on using the plug-in.

Enhancing Your Photos

EPSON Scan includes several features to improve your scans, including DIGITAL ICE™ Technology, Color Restoration, and Dust Removal (for film). For details on using these features, see your Quick Guide booklet or on-screen Perfection 4870 Reference Guide.

Problems?

First, check the indicator light on the scanner.

Flashing green = Warming up or scanning.
Flashing red = Make sure both transportation locks are unlocked. Try reinstalling your computer and turning the scanner off and then on again. If the red light is still flashing, contact your dealer or EPSON.
Off = Make sure the scanner is connected to your computer and turned on.

If your problem is listed here, try these suggestions.

The New Hardware Wizard appears on your screen.

Click Cancel and follow the steps in “Install the Software” on the other side of this sheet. Disconnect the scanner before installing the software.

The scanner makes a grinding noise when it is turned on.

You see a message about a Hi-SPEED USB device in Windows XP.

You see an error message when you try to scan, or the scanner doesn’t scan.

Make sure the scanner is connected to your computer, plugged into a power source, and the power switch is turned on.
Make sure both transportation locks are unlocked.

Questions?

Here’s where to look for answers:

Quick Guide
See your Quick Guide for instructions on using DIGITAL ICE Technology, scanning film and text, and basic troubleshooting.

On-Screen Reference Guide
Double-click the Perfection 4870 Reference Guide icon on your desktop. If you don’t install it, insert the scanner software CD-ROM in the CD-ROM or DVD drive. At the Custom Installation screen, select Scanner Reference Guide only, then click Install. You must have Microsoft® Internet Explorer, Netscape® Navigator (versions 3.0 or later), or Apple® Safari™ (version 1.0 or later) to read the Reference Guide.

On-Screen Help for EPSON Scan
Click the Help button or question mark that appears on the screen when you’re using these programs.

EPSON Technical Support
EPSON provides technical assistance 24 hours a day through the electronic support services and automated telephone services described below:

World Wide Web
From the Internet, you can reach EPSON Support at http://support.epson.com.

Automated Telephone Services
To use Automated Telephone Services, you must have a touch tone telephone and call (800) 922-8000. Your EPSON SoundAdvice™ Express Code is 70490. Use it to quickly select your scanner in SoundAdvice.

To Speak to a Customer Service Representative
Call (800) 873-3776 (U.S. and Canada) or (905) 709-3839 (Canada), 6 a.m. to 6 p.m., Pacific Time, Monday to Friday. Toll or long distance charges may apply. Before you call, please have the following information ready:

Product name (EPSON Perfection 4870 Photo)
Product serial number (located on the back of the scanner)
Proof of purchase (such as a store receipt) and date of purchase
Computer configuration
Description of the problem

Software Technical Support

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<td></td>
<td>(Canada) 709-3839</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6:00 AM to 6:00 PM</td>
<td></td>
</tr>
<tr>
<td>ABBYY FineReader® (510) 226-6170</td>
<td><a href="mailto:support@abbyyusa.com">support@abbyyusa.com</a></td>
<td></td>
</tr>
<tr>
<td>Sprint (206) 675-6126</td>
<td><a href="http://www.abbyyusa.com">www.abbyyusa.com</a></td>
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</tr>
<tr>
<td>Adobe Photoshop Elements</td>
<td>(pay support)</td>
<td><a href="mailto:support@abbyyusa.com">support@abbyyusa.com</a></td>
</tr>
<tr>
<td></td>
<td>(pay support)</td>
<td><a href="mailto:support@SilverFast.com">support@SilverFast.com</a></td>
</tr>
</tbody>
</table>

Before and After DIGITAL ICE Technology

Before and After Color Restoration

Before and After Dust Removal

Printed in Singapore XXXXXX XX.XX-XX

CPD-16641

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DIGITAL ICE is a trademark of Kodak.

and SoundAdvice is a service mark of Epson America, Inc.

EPSON Scan U.S.: (562) 276-4382
Adobe Photoshop Elements
ABBYY FineReader
SilverFast

www.epson.com
www.adobe.com
support@abbyyusa.com
www.SilverFast.com
support.epson.com
www.SiliconGraphics.com
Connect the Scanner

After your software is installed, it’s time to connect your scanner.

1. Remove the sticker from the transportation lock. Use a coin to turn the lock clockwise one-quarter turn to unlock the scanner carriage.

2. Remove the sticker from the back of the scanner.

3. Connect the cable for the built-in transparency unit (scanner cover). Make sure the notch and arrow on the connector are facing up.

4. Connect either the USB cable that came with the scanner or an optional IEEE 1394 (FireWire) cable. Do not connect both cables.

   If you’re using USB
Plug the square end of the USB cable into the scanner’s USB port. Then plug the flat end into any available USB port on your computer or hub.

   If you’re using IEEE 1394
Plug one end of the IEEE 1394 cable (not included) into the scanner’s IEEE 1394 port. Then plug the other end into the IEEE 1394 (FireWire or iLink) port on your computer.

Note: Your scanner may not work correctly if you use a USB cable other than the one supplied by EPSON or if you connect your scanner through more than one hub.

5. Plug the scanner’s power cord into an electrical outlet.

6. Make sure the cover is closed, then press the O power button on the front of the scanner to turn it on.

The scanner turns on and the indicator light flashes green. It stops flashing and turns green when the scanner is ready.

Scanner Basics

Scanning With Photoshop

You can import your scanned image into Adobe Photoshop, Photoshop Elements, or another TWAIN-compliant application. You can use the tools in these applications to modify the image before you save or print it.

1. Raise the scanner lid and place your photo face down on the glass.

Then close the cover.

2. Start Adobe Photoshop Elements.

   In Windows, click Start > Programs or All Programs > Adobe Photoshop Elements 2.0.

   On a Macintosh, open the Adobe Photoshop Elements 2 folder (in your Applications folder) and double-click the Photoshop Elements 2.0 icon.


4. EPSON Scan starts, pre-scans, and recognizes the type of image you placed on the scanner; then scans your photo and opens it in Photoshop Elements.

   Note: If you don’t like the preview, you can use EPSON Scan to fine-tune the image before scanning. See your Quick Guide or on-screen Reference Guide for details.

5. Close EPSON Scan. Then use Photoshop Elements to edit, enhance, save, and print your file.

   Note: To scan with the SilverFast plug-in, select SilverFast (Epson-SE) in step 3 instead of EPSON Perfection 4870. See the SilverFast documentation for instructions on using the plug-in.

Enhancing Your Photos

EPSON Scan includes several features to improve your scans, including DIGITAL ICE Technology, Color Restoration, and Dual Removal (for film).

For details on using these features, see your Quick Guide booklet or on-screen Reference Guide.

Before and After DIGITAL ICE Technology

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Questions?

Here’s where to look for answers:

Quick Guide
See your Quick Guide for instructions on using DIGITAL ICE Technology, scanning and film, and basic troubleshooting.

On-Screen Reference Guide
Double-click the Reference Guide icon on your desktop. If you didn’t install it, insert the scanner software CD-ROM in the CD-ROM or DVD drive. At the Custom Installation screen, select Reference Guide only, then click Install. You must have Microsoft® Internet Explorer, Netscape® Navigator (versions 5.0 or later), or Apple® Safari® (version 1.0 or later) to read the Reference Guide.

On-Screen Help for EPSON Scan
Click the Help button or question mark that appears on the screen when you’re using these programs.

EPSON Technical Support

EPSON provides technical assistance 24 hours a day through the electronic support services and automated telephone services described below:

• World Wide Web

• Automated Telephone Services
   To use Automated Telephone Services, you must have a touch tone telephone and call (866) 952-5511. Your EPSON Support Phone Express Code is 70490. Use it to quickly select your scanner in SoundAdvice.

   • To Speak to a Customer Service Representative
     Dial (866) 278-4382 (U.S.) or (950) 739-3839 (Canada), 6 am to 6 pm, Pacific Time, Monday to Friday. Toll or long distance charges may apply. Before you call, please have the following information ready:
     • Product name (EPSON Perfection 4870 Photo)
     • Product serial number (located on the back of the scanner)
     • Proof of purchase (such as a store receipt) and date of purchase
     • Computer configuration
     • Description of the problem

Software Technical Support

<table>
<thead>
<tr>
<th>Software</th>
<th>Telephone/Fax*</th>
<th>Internet and E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPSON Scan</td>
<td>U.S.: (562) 278-4382</td>
<td>support.epson.com</td>
</tr>
<tr>
<td>Canada: (905) 709-3839</td>
<td>6:00 AM to 6:00 PM, Pacific Time, Monday to Friday</td>
<td></td>
</tr>
<tr>
<td>ABBYY FineReader</td>
<td>(510) 226-6719</td>
<td><a href="http://www.abbYY.com">www.abbYY.com</a></td>
</tr>
<tr>
<td>Sprint</td>
<td>fax: (510) 226-6693</td>
<td><a href="mailto:support@abbyYY.com">support@abbyYY.com</a></td>
</tr>
<tr>
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<td>(206) 675-6126</td>
<td><a href="http://www.adobe.com/support">www.adobe.com/support</a></td>
</tr>
<tr>
<td><a href="mailto:Techdocs@adobe.com">Techdocs@adobe.com</a></td>
<td>6:00 AM to 5:00 PM, Pacific Time, Monday to Friday</td>
<td></td>
</tr>
<tr>
<td>SilverFast</td>
<td>(902) 902-383-7574</td>
<td><a href="mailto:support@SilverFast.com">support@SilverFast.com</a></td>
</tr>
</tbody>
</table>

* Toll or long distance charges may apply.

Problems?

First, check the indicator light on the scanner.

- Flashing green: Warming up or scanning.
- Green: Ready to scan.
- Flashing red: Make sure both transportation locks are unlocked.
- Try restarting your computer and turning the scanner off and then on again.
- If the red light is still flashing, contact your dealer or EPSON.
- Off: Make sure the scanner is connected to your computer and turned on.

If your problem is listed here, try these suggestions.

The New Hardware Wizard appears on your screen.

Click Cancel and follow the steps in “Install the Software” on the other side of this sheet.

The scanner makes a grinding noise when it is powered on.

You see a message about a HS-SPEED USB device in Windows XP.

You see an error message when you try to scan, or the scanner doesn’t scan.

You see a message about a USB device in Windows XP.

The scanner turns on and the indicator light flashes green. It stops flashing and turns green when the scanner is ready.

The scanner makes a grinding noise when it is turned on.

You see a message about a HS-SPEED USB device in Windows XP.

You see an error message when you try to scan, or the scanner doesn’t scan.

Make sure both transportation locks are unlocked.

Make sure the scanner is connected to your computer, plugged into a power source, and the power switch is turned on.

Make sure both transportation locks are unlocked.

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- If you’re using USB Plug the square end of the USB cable into the scanner’s USB port. Then plug the flat end into any available USB port on your computer or hub.

- If you’re using IEEE 1394 (FireWire) Plug one end of the IEEE 1394 cable (not included) into the scanner’s IEEE 1394 port. Then plug the other end into the IEEE 1394 (FireWire or iLink) port on your computer.

Note: Your scanner may not work correctly if you use a USB cable other than the one supplied by EPSON or if you connect your scanner through more than one hub.

5 Plug the scanner’s power cord into an electrical outlet.

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- In Windows, click Start > Programs or All Programs > Adobe Photoshop Elements 2.0
- On a Macintosh, open the Adobe Photoshop Elements 2 folder (in your Applications folder) and double-click the Photoshop Elements 2.0 icon.

3 Select File > Import > EPSON Perfection 4870.

4 EPSON Scan starts, pre-scans, and recognizes the type of image you placed on the scanner; then scans your photo and opens it in Photoshop Elements.

Note: If you don’t like the preview, you can use EPSON Scan to fine-tune the image before scanning. See your Quick Guide or on-screen Perfection 4870 Reference Guide for details.

5 Close EPSON Scan. Then use Photoshop Elements to edit, enhance, save, and print your file.

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Note: Make sure both transportation locks are unlocked. Try restarting your computer and turning the scanner off and then on again. If the red light is still flashing, contact your dealer or EPSON.

- Off Make sure the scanner is connected to your computer and turned on.

If your problem is listed here, try these suggestions.

The New Hardware Wizard appears on your screen.

- Click Cancel and follow the steps in “Install the Software” on the other side of this sheet. Disconnect the scanner before installing the software.

The scanner makes a grinding noise when it is turned on.

Note: Make sure both transportation locks are unlocked.

You see a message about a Hi-SPEED USB device in Windows XP.

Note: Make sure the scanner is connected to your computer, plugged into a power source, and the power switch is turned on.

You see an error message when you try to scan, or the scanner doesn’t scan.

Note: Make sure the scanner is turned on and all cables are connected properly.