**Start Here**

**Epson Perfection 4990**

Unpack Your Scanner

1. Make sure you have all the parts shown below for your Epson scanner:
   - Scanner
   - CD-ROM with EPSON Scan
   - Driver software, and electronic manuals
   - Adobe Photoshop Elements CD-ROM
   - LaserSoft Imaging SilverFast SE CD-ROM
   - USB cable
   - Scanner cover/transparency unit
   - Film holders
   - Film area guide
   - Document mat

Note: If you’ll be 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 sticker 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. 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 lock 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® 98SE, Me, 2000, and XP, and Macintosh® OS 9.2.2 to 10.3.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.

5. Follow the on-screen instructions. When you’re asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve. If you don’t have Acrobat Reader, you can install it from the CD-ROM. The installer starts automatically.
6. When you see this screen, click Begin Installation, then follow the steps on the screen to begin installation.
7. Remove the CD-ROM and continue with the instructions on the back of this 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 or DVD drive.
2. Double-click the Adobe Photoshop Elements icon.
3. Double-click the Install Software Elements icon.
4. Follow the on-screen instructions to begin installation, and accept the software license conditions. Enter your administrator name and password, if necessary.
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 Begin Installation. Your administrator name and password, if necessary.
7. Follow the on-screen instructions to install the software.
8. When you’re finished, click Quit.
9. If you don’t have Acrobat Reader, you can install it from the CD-ROM. Open the Adobe Acrobat Reader folder. Double-click the Adobe Acrobat Reader icon to install it.

Remove the CD-ROM and continue with the following instructions to install the scanner software.

1. Insert the LaserSoft Imaging 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, then follow the steps on the screen to begin installation.
6. Remove the CD-ROM and continue with the instructions on the back of this sheet to connect the scanner.

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive.
2. Double-click the EPSON CD-ROM icon.
3. At the language selection screen, select your preferred language.
4. When you see the antivirus message, click Continue.
5. At the Software Installation screen 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 LaserSoft Imaging SilverFast SE CD-ROM in the CD-ROM or DVD drive. Double-click the SilverFast icon.
2. Double-click the Installer icon.
3. Choose your language from the pull-down menu.
4. Click the Install SilverFast icon.
5. Click Begin Installation. Enter your administrator name and password, if necessary.
6. Click Continue.
7. Read the license agreement and click Accept, then follow the steps on the screen to begin installation.
8. Remove the CD-ROM and restart your system. Then follow the instructions on the back of this sheet to connect the scanner.

SilverFast
Unpack Your Scanner

1. Make sure you have all the parts shown below for your Epson scanner:
   - Epson Perfection 4990
   - CD-ROM with EPSON Scan driver, software, and electronic manuals
   - Adobe® Photoshop® Elements CD-ROM
   - LaserSoft Imaging® SilverFast® SE CD-ROM
   - Film area guide
   - Scanner cover/transparency unit
   - Film holders

2. Remove all the packing tape, but leave the large sticker 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. 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

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.

5. Follow the on-screen instructions. When you're asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve. If you don't have Acrobat® Reader,® eject the CD-ROM and repeat steps 1 to 3. Then select Adobe Acrobat Reader to install it.

6. Remove the CD-ROM and install the scanner software as described below.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn't, 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.

Macintosh

1. Insert the Adobe Photoshop Elements CD-ROM in the CD-ROM or DVD drive. The installer starts automatically. If it doesn't, 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 Software Installation screen, click Install. Enter your administrator name and password, if necessary.

3. Follow the on-screen instructions to install the software. If you are prompted to restart, click Quit.

4. At the end of the installation, click Exit.

5. Page 1

6. When you see the antivirus software message, click Continue.

7. Follow the on-screen instructions to begin installation, and accept the software license conditions. Enter your administrator name and password, then click OK.

8. If you're asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.

9. When you see this screen, click the Install button.

10. Follow the on-screen instructions to install SilverFast.

11. When you're finished, click Quit.

12. If you don't have Acrobat Reader, you can install it from the CD-ROM. Open the Adobe Acrobat Reader folder. Then double-click the Reader Installer icon to install it.

13. Remove the CD-ROM and continue with the instructions to install the scanner software.
Start Here

Epson® Perfection® 4990

Unpack Your Scanner

1. Make sure you have all the parts shown below for your Epson scanner:
   - Scanner
   - CD-ROM with Epson Scan software, and electronic manuals
   - Adobe® Photoshop® Elements CD-ROM
   - LaserSoft Imaging® SilverFast® SE CD-ROM
   - USB cable
   - Film holders


3. At the Software Installation screen, click Begin Installation. Enter your administrator name and password, if necessary.

4. Follow the on-screen instructions to install the software. If you are prompted to restart, click OK.

5. At the end of the installation, click Exit.

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

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® ME, 2000, and XP and Macintosh® OS X 10.2.x to 10.3.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.

5. Follow the on-screen instructions. When you're asked for a serial number, enter the number printed on the sticker attached to the CD-ROM sleeve.

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 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. 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, then follow the steps on the screen to finish the installation.

Remove the CD-ROM and continue with the instructions on the back of this sheet to connect the scanner.

Scanning Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. Double-click the Epson CD-ROM icon.

2. Double-click the Installer icon.

3. Choose your language from the pull-down menu.

4. Click the Install SilverFast icon.

5. Click Begin Installation. Enter your administrator name and password, if necessary.

6. Click Continue.

7. Read the license agreement, then click Accept. Then follow the steps on the screen to finish the installation.

Remove the CD-ROM and restart your system. Then follow the instructions on the back of this sheet to connect the scanner.

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

Unpack Your Scanner

1. Make sure you have all the parts shown below for your Epson scanner:
   - Scanner
   - CD-ROM with EPSON scanner software, and electronic manuals
   - Adobe Photoshop Elements CD-ROM
   - LaserSoft Imaging SilverFast SE CD-ROM
   - USB cable
   - Film holders
   - Film area guide
   - Document mat
   - Scanner cover/transparent unit

2. Remove all the packing tape, but leave the large sticker 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. 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 tab on the bottom and sides of the document mat fit into the slots on the document cover.

6. Close the cover.

Install the Software

Windows

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

2. Insert the Adobe Photoshop Elements CD-ROM in your computer, then double-click the SF(Epson-SE) folder.

3. Remove the CD-ROM and restart your system. Then follow the instructions on the back of this sheet to connect the scanner.

4. Follow the on-screen instructions to install Adobe Photoshop Elements, then accept the software license conditions. Enter your administrator name and password, if necessary.

5. At the end of the installation, click Exit.

6. Register your scanner when prompted, then remove the CD-ROM.

7. Follow the instructions in the next column to install SilverFast.

Macintosh

1. Insert the Adobe Photoshop Elements CD-ROM in your computer, then double-click the SF(Epson-SE) folder.

2. Remove the CD-ROM and continue with the instructions on the back of this sheet to connect the scanner.

3. Follow the on-screen instructions to install the software. Double-click the Adobe Acrobat Reader icon.

4. When you see the antivirus software message, click Continue.

5. Read the license agreement, then click Agree to continue.

6. At the language selection screen, select your preferred language.

7. When you see the antivirus software message, then click Agree. Enter your administrator name and password, if necessary.

8. At the end of the installation, click Exit.

9. If you don't have Acrobat Reader, you can install it from the CD-ROM. Open the Adobe Acrobat Reader folder, then double-click the Reader Installer icon to install it.

10. Remove the CD-ROM and continue with the following instructions to install the scanner software.

Scanner Software

1. Insert the scanner software CD-ROM in the CD-ROM or DVD drive. Double-click the icon.

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.

8. When you're finished, click Quit.

9. 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 tab from the transportation lock. Use a coin to turn the lock clockwise one-quarter turn to unlock the scanner carriage.

2. Connect the cable for the built-in transparency unit (scanner cover).

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 (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 Link) port on your computer.

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

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

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

3. Select File > Import > EPSON Perfection 4990.

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. Class 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 4990. 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 4990 Reference Guide.

Before and After DIGITAL ICE Technology

Before and After Color Restoration

Before and After Dust Removal

Problems?

First, check the indicator light on the scanner.

- Flashing red: Make sure both transportation locks are unlocked. Try restarting your computer and turning the power switch is turned on.
- Flashing green: Make sure the scanner is connected to your computer and turned on.
- Off: Make sure the scanner is not connected to your computer.

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.

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

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

- Click the x in the corner of the message to close it. Your scanner will work correctly.

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

- 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 4990 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 Scanner 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

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 (900) 922-8911. Your Epson SoundAdvice® Express Code is 70005. Use it to quickly select your scanner in SoundAdvice.

To Speak to a Customer Service Representative

Dial (888) 309-4215 or (905) 709-3839 (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 4990 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

Software Technical Support

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

For details on using these features, see your Quick Guide booklet or on-screen Perfection 4990 Reference Guide.
Connect the Scanner

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

1. Remove the tab 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 (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 Link) 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.

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.

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

3. Select File > Import > EPSON Perfection 4990.

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 4990 Reference Guide for details.

5. Class 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 4990. 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 4990 Reference Guide.

Before and After DIGITAL ICE Technology

Before and After Color Restoration

Before and After Dust Removal

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.

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.

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

Click the Help button on your screen or the reference screen when you're using these programs.

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) 922-8911. Your Epson SoundAdvice Express Code is 70005. Use it to quickly select your scanner in SoundAdvice.
    - To Speak to a Customer Service Representative, Dial (800) 288-1221 (U.S. or (805) 735-8758 (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 4990 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

Software Telephone/Fax* Internet and E-mail

EPSON Scan U.S. (510) 952-8482 support.epson.com
Canada (800) 361-5860
(905) 709-3839
6:00 AM to 6:00 PM, Pacific Time, Monday to Friday
Adobe Photoshop Elements (866) 771-4164
techsupport@epson.com
(281) 756-5400
Adobe Scan (866) 771-4164
techsupport@epson.com
(281) 756-5400
SilverFast Imaging (800) 309-4215
support@SilverFast.com
(818) 309-4215
(510) 226-6069
SilverFast (Epson-SE) (800) 309-4215
support@SilverFast.com
(818) 309-4215
(510) 226-6069

* Toll or long distance charges may apply.

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Connect the Scanner

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

1. Remove the tab 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.

   a. If you’re using USB, plug one 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.

   b. If you're using IEEE 1394 (FireWire), plug the flat end into any available USB port on your computer or hub.

   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.

   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.

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

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

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 4990 Reference Guide.

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.

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

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

3. Select File > Import > EPSON Perfection 4990.

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 4990 Reference Guide for details.

5. Class 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 4990. See the SilverFast documentation for instructions on using the plug-in.

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.

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

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

3. Select File > Import > EPSON Perfection 4990.

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 4990 Reference Guide for details.

5. Class 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 4990. See the SilverFast documentation for instructions on using the plug-in.

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.
- Make sure both transportation locks are unlocked.
- Try restarting your computer and turning the power switch on.
- 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.
- Make sure both transportation locks are unlocked.
- You see a message about a Hi-SPEED USB device in Windows XP.
- Click the x in the corner of the message to close it. Your scanner may not work correctly.
- 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 4990 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 Scanner 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
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) 922-8911. Your Epson SoundAdvice® Express Code is 70005. Use it to quickly select your scanner in SoundAdvice.
  - To speak to a Customer Service Representative, dial (800) 276-4382 (U.S.) or (905) 709-3839 (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 4990 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>
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<th>Software</th>
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<th>Internet and E-mail</th>
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</thead>
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<td>EPSON Scan</td>
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<td>support.epson.com</td>
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<tr>
<td>Canada (905) 709-3839</td>
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<td></td>
</tr>
<tr>
<td>ABBYY FineReader</td>
<td>(510) 226-6059</td>
<td><a href="mailto:support@abbyyusa.com">support@abbyyusa.com</a></td>
</tr>
<tr>
<td>Sprint (510) 226-6059</td>
<td><a href="http://www.abbyyusa.com">www.abbyyusa.com</a></td>
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<tr>
<td>Adobe Photoshop Elements</td>
<td>(206) 675-6126</td>
<td><a href="http://www.adobe.com/support">www.adobe.com/support</a></td>
</tr>
<tr>
<td>(510) 226-6719</td>
<td><a href="mailto:techservice@adobe.com">techservice@adobe.com</a></td>
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<tr>
<td>LaserSoft Imaging</td>
<td>(888) 309-4215</td>
<td><a href="mailto:support@lasersoftimaging.com">support@lasersoftimaging.com</a></td>
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<td>SilverFast</td>
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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 tab 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.

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

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

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Connect the Scanner

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.

3. Select File > Import > EPSON Perfection 4990.

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

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 4990 Reference Guide.

Before and After DIGITAL ICE Technology

Before and After Color Restoration

Before and After Dust Removal

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Problems?
First, check the indicator light on the scanner.

Flashing red Make sure both transportation locks are unlocked.

Flashing green Warming up or scanning.

Green Ready to scan.

Note: You may not see a red light if your system has a firewall or a security program.

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.

Make sure both transportation locks are unlocked.

If your problem is listed here, try these suggestions.

If you can’t find your problem 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.

Transfer the data on your hard disk to a USB flash drive and try scanning it again.

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