

# EPSON PRODUCT SUPPORT BULLETIN

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Product(s):	Perfection 4990 Series, Perfection V700Photo / V750 M-PRO		
Subject:	Issues Scanning Large Film or X-rays		

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This bulletin was created to inform customers of issues that can occur when using the Perfection 4990 Series or Perfection V700Photo / V750 M-PRO scanners to scan large film or large X-rays such as dental panoramic X-rays.

## **Description of Issue:**

When customers scan large photographic film or large X-rays such as dental panoramic X-rays that are typically 5" x 11", the preview and final scan may appear "washed out" or display lines. This issue occurs when the panoramic X-ray is placed on the scanner bed lengthwise (long side of film placed against long side of scanner) but may be intermittent depending on where the film is placed on the bed. When the panoramic X-ray is turned to a horizontal position where it is sticking out the side of the scanner, the scanned image appears normal on the monitor but is clipped. The film must be repositioned on the glass in order for the scanner to capture the rest of the film image; this may require multiple scans.

## **Reason:**

The Perfection 4990 series and V700 / V750-M PRO can scan up to a maximum 8" x 10" film. Scanning film (whether photographic film or X-rays) larger than the maximum supported film size is not recommended. For film larger than 8" x 10", we recommend the Expression 10000XL Photo. This model supports a film size up to 12.2" x 16.5".

When using the Perfection 4990 series and V700 / V750-M PRO to scan larger size X-rays or any film that does not fit into one of the included conventional size film holders, you must use the film area guide. The guide properly masks off the allowable film scan area. When placing film inside the film area guide make sure you do not block the white reference calibration area on the guide—the notched area at the top of the film area guide is where the scanner performs its calibration. The scanner takes a transparency white reference calibration reading through this notched area every time a preview or scan is performed and it must not be blocked or covered by any part of the film.

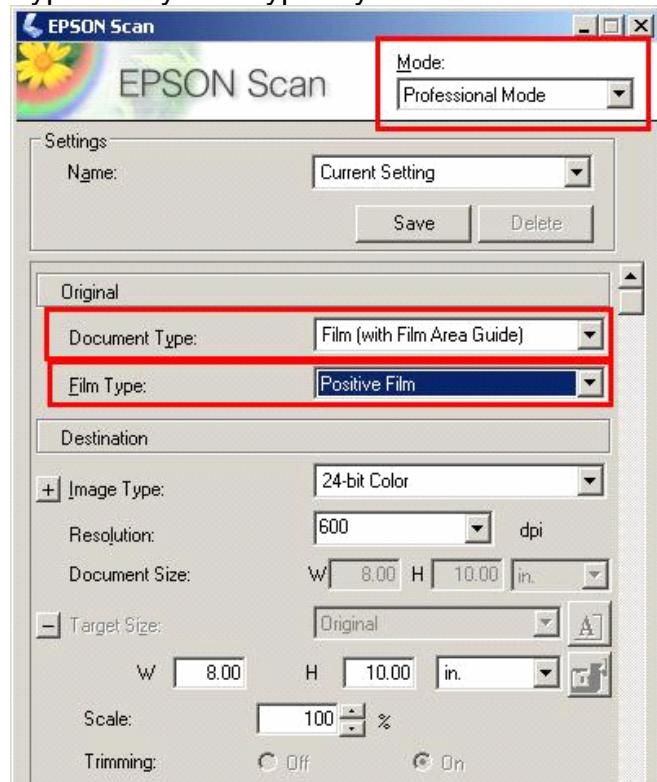
When scanning large X-rays or any film larger than 8" x 10" it may be necessary to scan the film as 2 or more images, so that the white reference calibration area does not get covered by the film. If you can place the film slightly lower than the white reference calibration area and do not mind a slight crop of the image then you should be able to scan it as one image. For proper or complete scans as 1 image, we again recommend that a larger film scanner be used.

The Expression 1600 / 1680 series do not have this issue using the same size film or X-rays because the TPU supports letter size (11" x 8.5") film scans. The Expression 1600 / 1680 series also have a white reference calibration reading area for film, but it is above the document bed area, and is less susceptible to this issue as customers generally do not cover the white reference calibration area on these models. If transitioning from the Expression series to the Perfection series, it is highly recommend that the user carefully read the film scanning sections in the Perfection series User's guide.

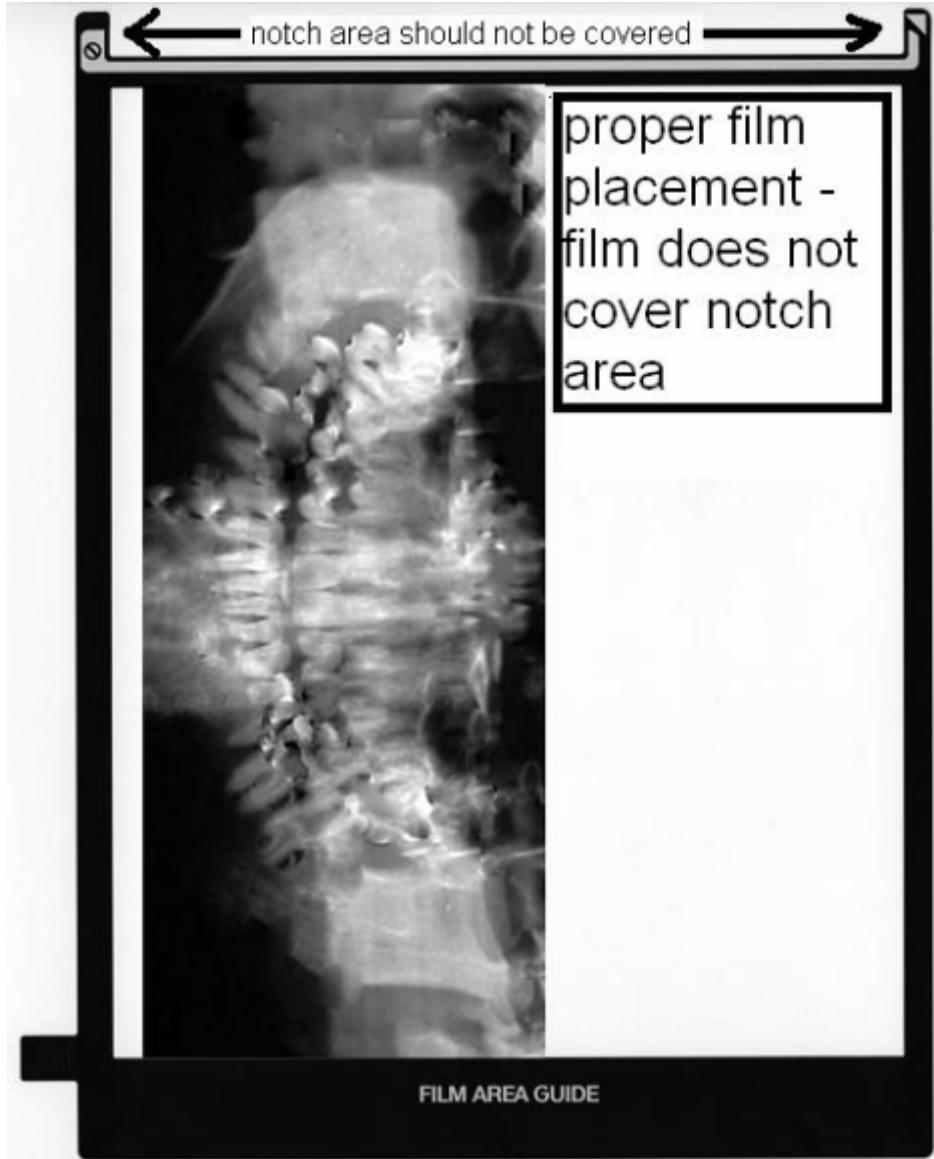
If you are having issues scanning large film or X-rays on the Perfection series, please verify you are placing the film properly on the glass and are using the film area guide.

### **Instructions and Examples:**

In Epson Scan use "Professional Mode" and "Film - (with Film Area Guide)" as your Document Type. X-rays are typically scanned as "Positive Film" film type.



Below is the Film Area Guide for the Perfection 4990 Series / V700 / V750-M PRO scanners. This image shows the proper placement of a panoramic dental X-ray, where the film is placed below the notched area and does not cover any part of the white calibration area.



The picture below shows the film area guide for the Perfection 4990 Series / V700 / V750-M PRO scanners with improper film placement. The film is too high on the bed and is covering part of the white calibration notched area. Every time a film scan or preview is initiated, the scanner will perform an incorrect white calibration reading which causes scanned images to look "washed out" image or display lines.



FILM AREA GUIDE

The image below is an example of the final scan when the film is not correctly placed on the bed. The film was placed in the area where the scanner takes a white calibration reading. Note the very light "washed out" areas and lines throughout the scan.

