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Epson ScanSmart User's Guide

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Epson ScanSmart User's Guide

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

Scanning a Document in Epson ScanSmart

You can scan and review documents in Epson ScanSmart.

Note: The images in this guide show Windows screens. Mac screens may be slightly different.

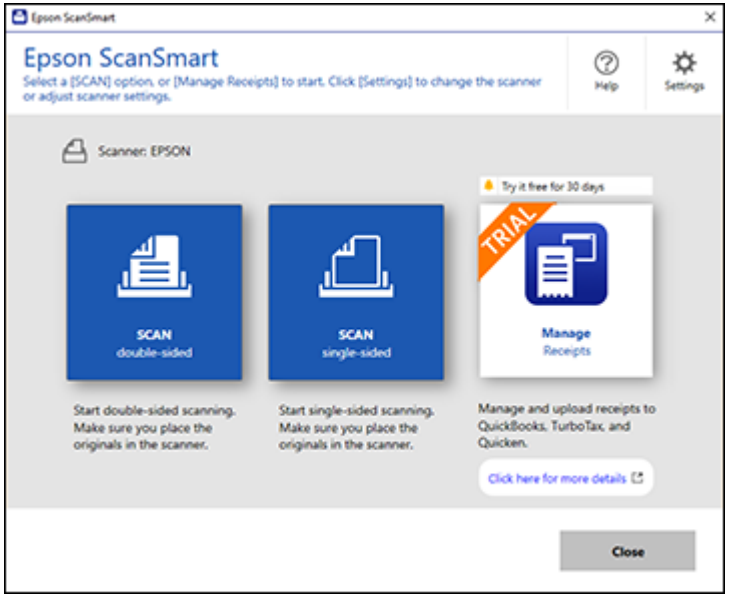
Note: Receipt Manager is available for select scanner models. Availability varies by country.

1. Load your original into the scanner. See your scanner's *User's Guide* for instructions.
2. Start the scan by doing one of the following:
   - Press the start or scan button on the scanner. Epson ScanSmart automatically opens on your computer and the scan job begins. (The default is double-sided scanning.)

     Note: You can change the scanning button default in the **Settings** menu.

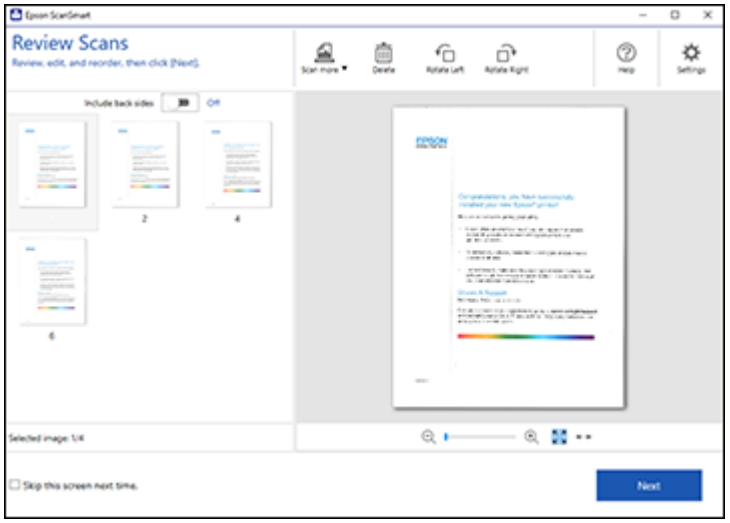
   - Open Epson ScanSmart on your computer. Do one of the following:
     - **Windows 10:** Click > **Epson Software** > **Epson ScanSmart**.
     - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson ScanSmart**.
     - **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Epson ScanSmart**.
     - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson ScanSmart**.

You see a screen like this:



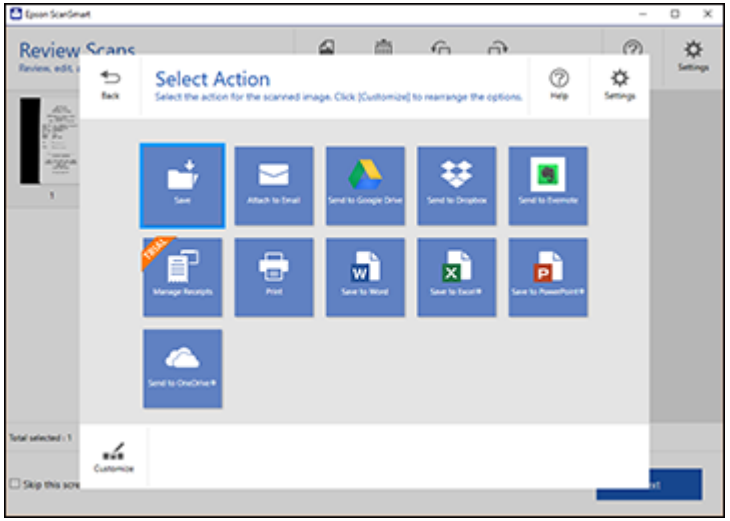
3. Select a scan option.

The scan job begins and your original feeds through the scanner. When scanning is complete, you see a screen like this:



4. You can review, edit, or reorder the scanned images as follows:
   - Select **Scan more** to scan more originals.
   - Select **Delete** to delete selected scanned images.
   - Select a rotate option to rotate each scanned image.
   - If you scanned double-sided, select **On** or **Off** for **Include back sides** if you want to keep or discard the back sides of scanned images.
5. When you are finished reviewing the scanned images, click **Next**.

You see a screen like this:



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

Saving a Scan
Attaching a Scan to E-mail
Sending a Scan to a Cloud Service
Printing a Scan
Saving a Scan as a Microsoft Office Format File

Related tasks

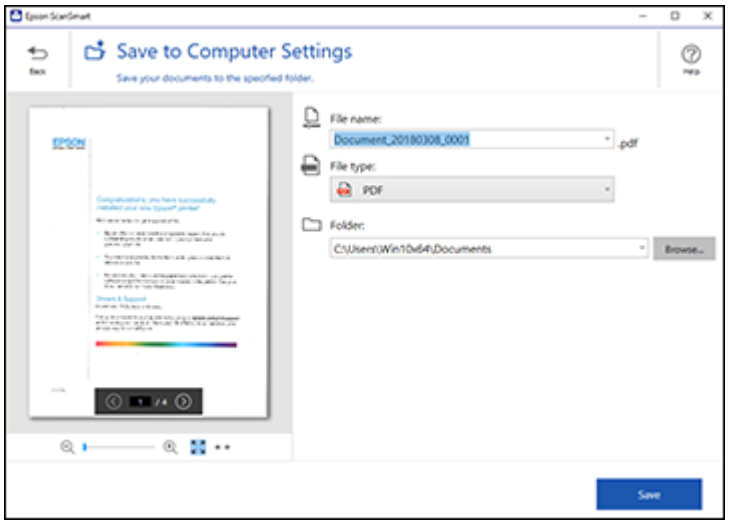
Customizing Action Icons
Changing the Scan Application

Saving a Scan

You can save a scanned image to your computer as a PDF, searchable PDF, or JPEG file.

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

You see a screen like this:



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

Parent topic: Scanning a Document in Epson ScanSmart

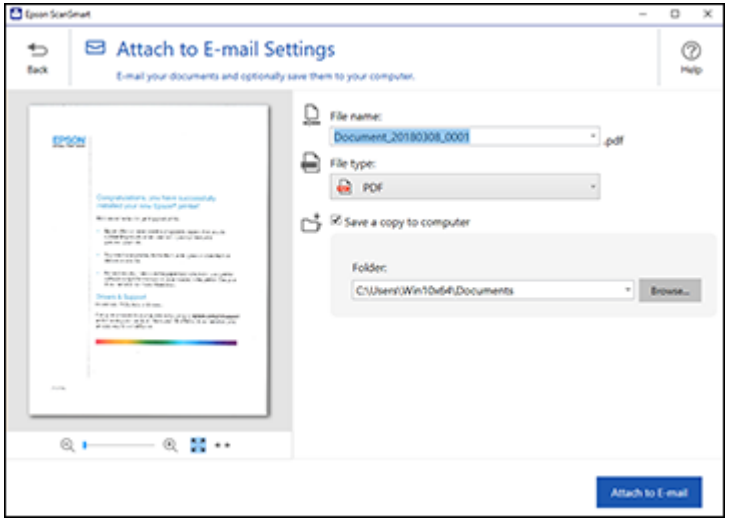
Attaching a Scan to E-mail

You can attach a scanned image to an e-mail as a PDF or JPEG file attachment.

Note: Your e-mail app and account settings should be configured before scanning.

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

You see a screen like this:



3. Change the settings as follows:
   - The document type and scan date for the file name are automatically detected. You can change them as necessary.
   - You can save the scanned image as a PDF, JPEG, or searchable PDF file. If you select searchable PDF, you can select the OCR language.
   - If you also want to save a copy of the scanned image to your computer, make sure the checkbox is selected and select the folder on your computer where the document is saved.
4. Click **Attach to E-mail**.

   Your e-mail program opens with the file attached to a new e-mail.

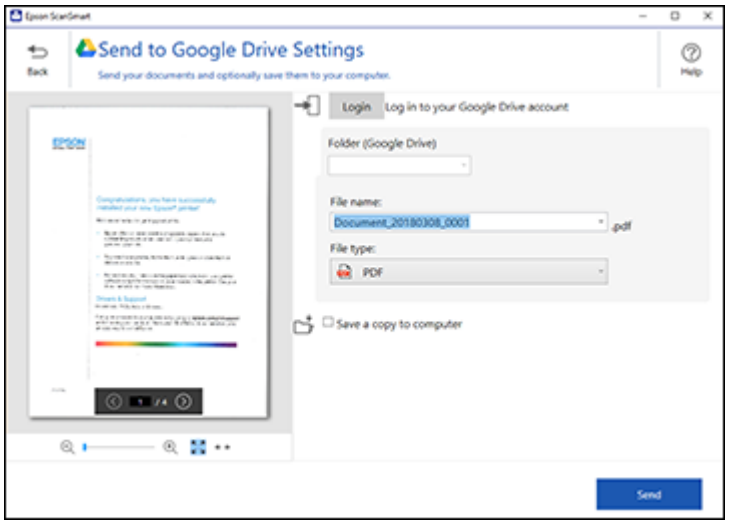
Parent topic: Scanning a Document in Epson ScanSmart

Sending a Scan to a Cloud Service

You can upload scanned images to a cloud service.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click one of the cloud service send options.

You see a screen like this:



3. Log in to your account.

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

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

Parent topic: Scanning a Document in Epson ScanSmart

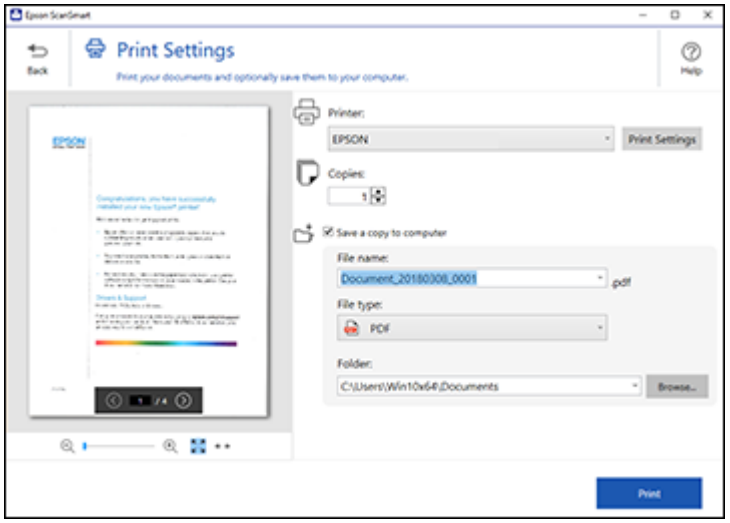
Printing a Scan

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

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

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

   You see a screen like this:



3. Change the settings as follows:
   - Select the Epson printer and change the print settings, if necessary.
   - Select the number of copies you want to print.
   - If you also want to save a copy of the scanned image to your computer, click the checkbox.
   - The document type and scan date for the file name are automatically detected. You can change them as necessary.
   - You can save the scanned image as a PDF, JPEG, or searchable PDF file. If you select searchable PDF, you can select the OCR language.
   - Select the folder on your computer where the document is saved.
4. Click **Print**.

Parent topic: Scanning a Document in Epson ScanSmart

Saving a Scan as a Microsoft Office Format File

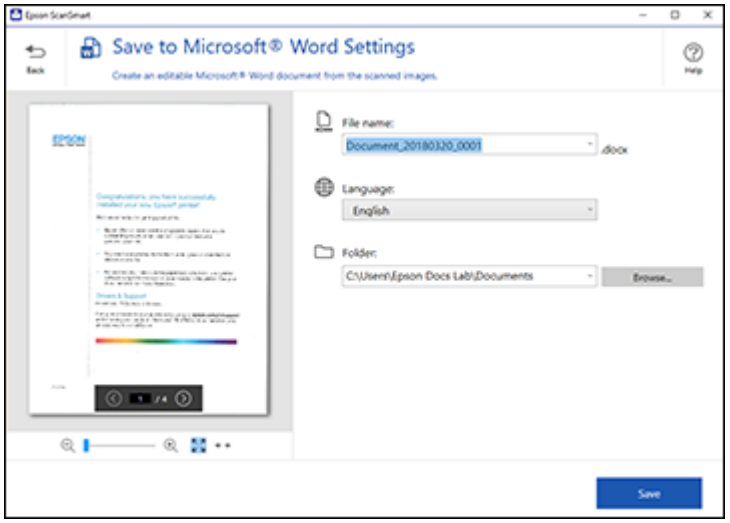
You can save your scans in one of the following editable Microsoft Office file formats: Microsoft Word (.docx), Microsoft Excel (.xlsx), or Microsoft PowerPoint (.pptx).

Note: The **Save to PowerPoint** option is only available for Windows.

1. Make sure your originals are scanned and reviewed. See the link below.
2. In the **Select Action** window, click one of the save to options.

   Note: A first-time prompt may appear asking you to download a Microsoft Office plug-in. Click **Yes** and follow any on-screen instructions.

   You see a screen like this:



3. Change the settings as follows:
   - The document type and scan date for the file name are automatically detected. You can change them as necessary.
   - Select the OCR language (the default is English).
   - Select the folder on your computer where you want to save the document.

4. Click **Save**.

Parent topic: Scanning a Document in Epson ScanSmart

Selecting Epson ScanSmart Settings

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

Changing the Scanner
Changing the Scan Settings
Changing the File Name Settings
Changing the Save Settings
Customizing Action Icons
Changing the Scan Application

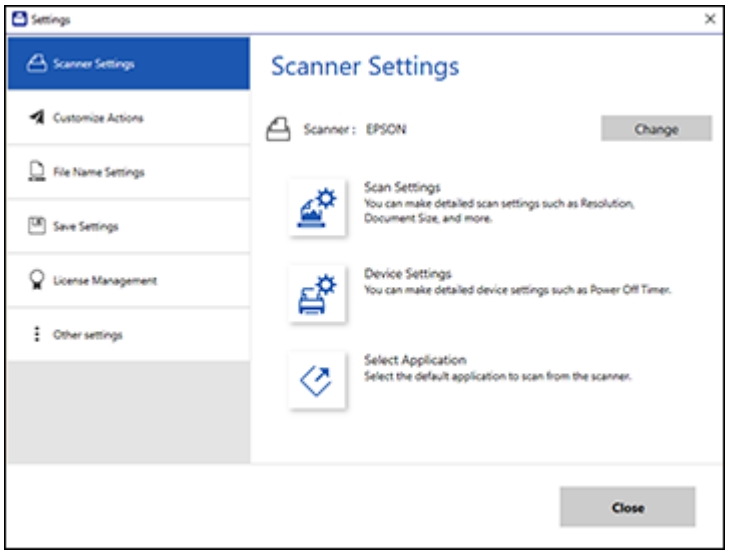
Changing the Scanner

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

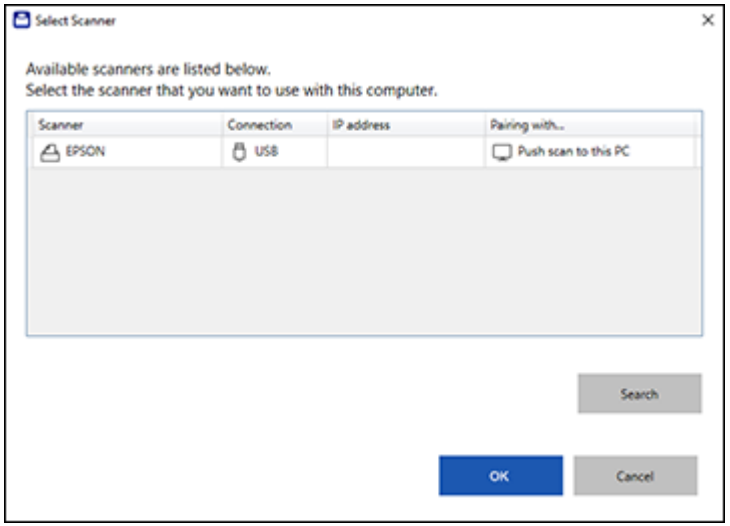
Note: A scanner connected to your computer via USB takes priority over a scanner with a Wi-Fi connection.

1. Click the **Settings** button.

You see a screen like this:



2. On the **Scanner Settings** tab, click **Change**.
   You see a screen like this:



3. Select the scanner you want to use with your computer and click **OK**.

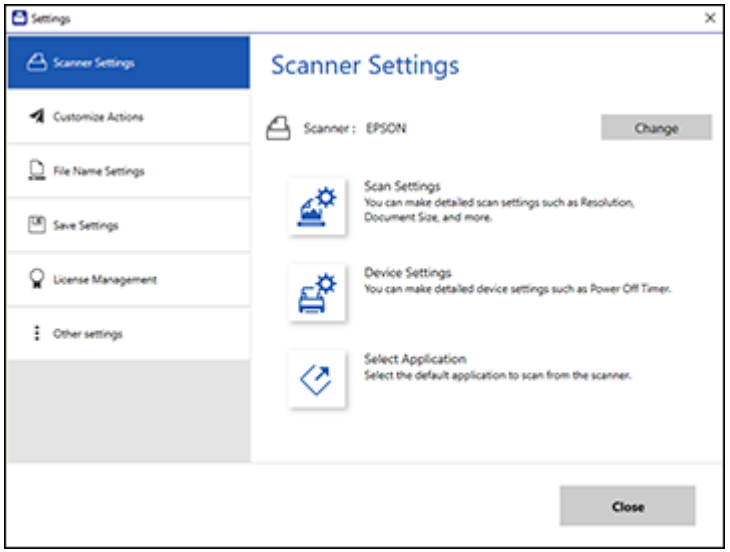
Parent topic: Selecting Epson ScanSmart Settings

Changing the Scan Settings

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

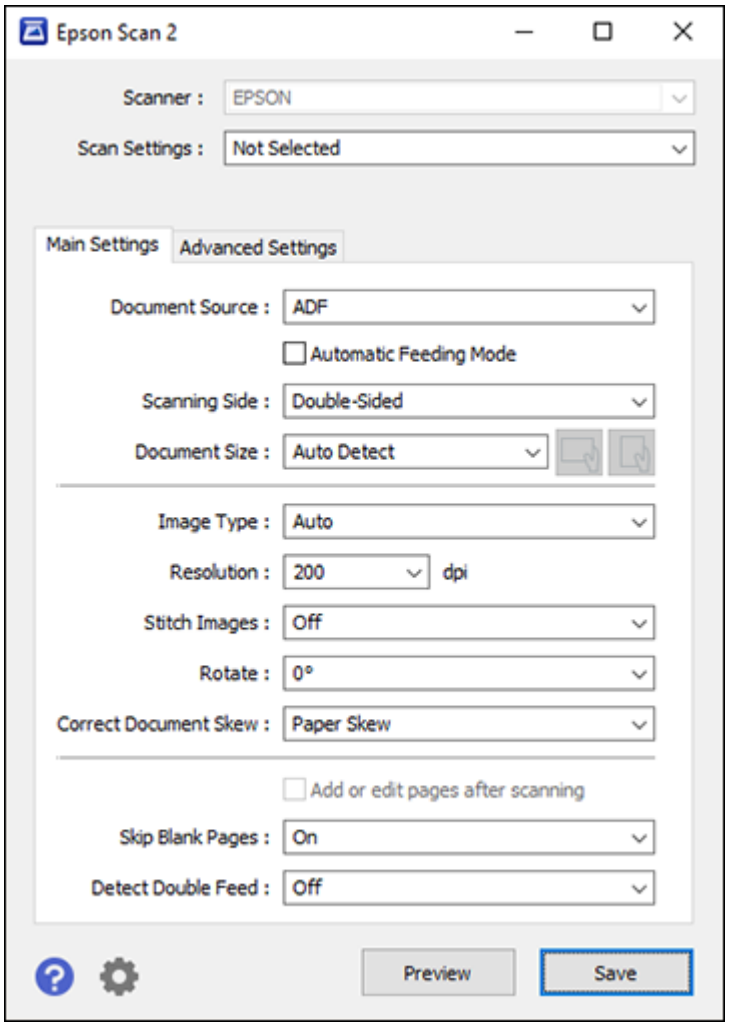
1. Click the **Settings** button.

   You see a screen like this:



2. On the **Scanner Settings** tab, click **Scan Settings**.

You see a screen like this:



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

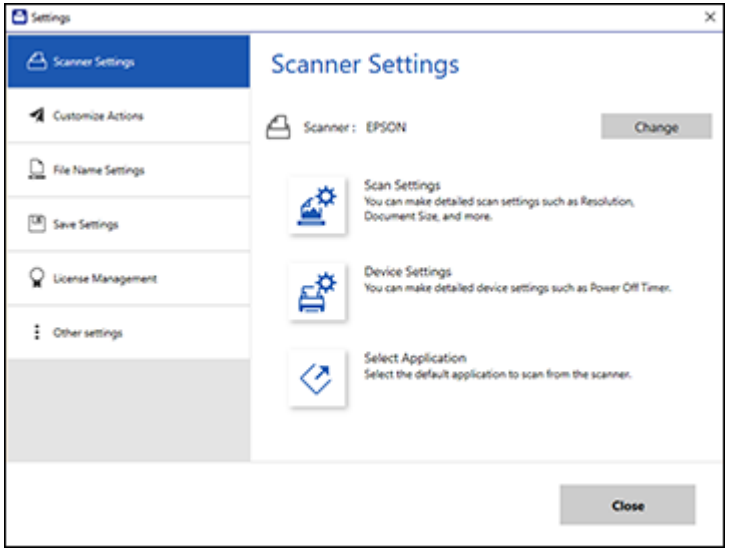
Parent topic: Selecting Epson ScanSmart Settings

Changing the File Name Settings

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

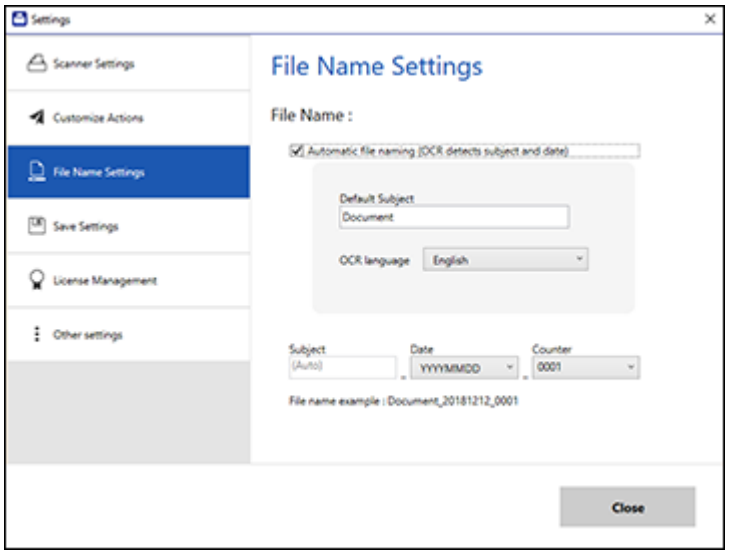
1. Click the **Settings** button.

   You see a screen like this:



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

You see a screen like this:



3. Change the settings as necessary:
   - Make sure the **Automatic file naming** checkbox is selected if you want OCR to automatically detect the subject and date and add them to the file name. You can enter a file name that will be used if OCR cannot detect the subject.
   - Select the OCR language.
   - Select the date format.
4. Click **Close**.

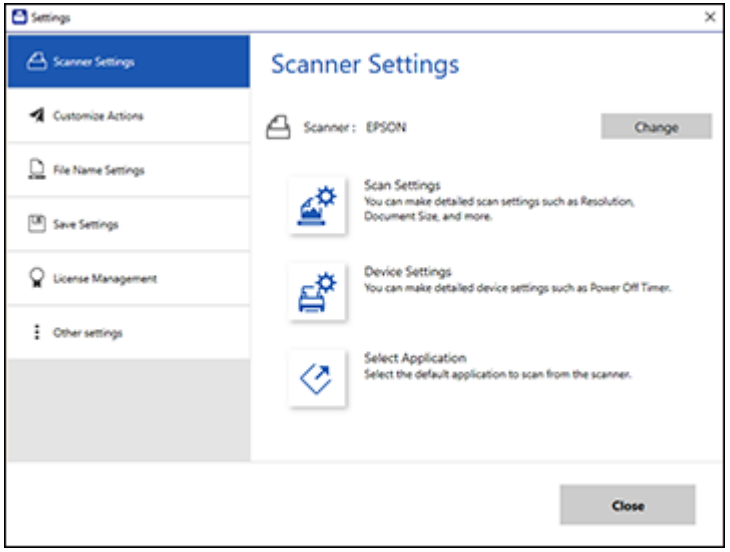
Parent topic: Selecting Epson ScanSmart Settings

Changing the Save Settings

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

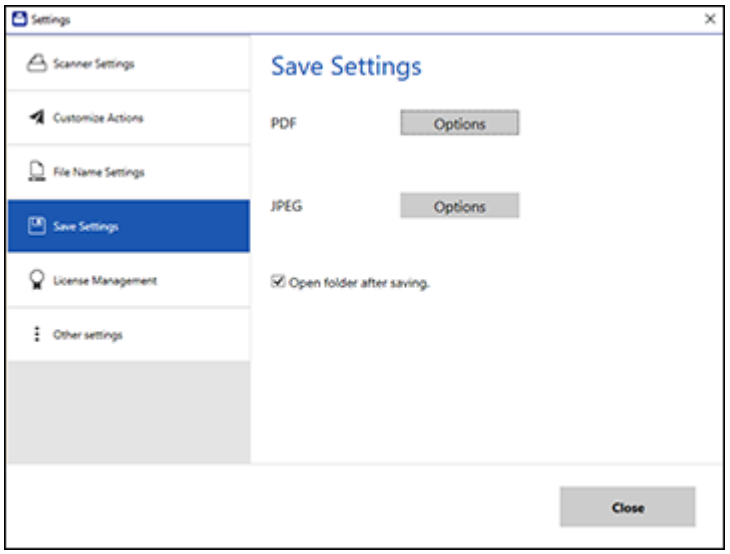
1. Click the **Settings** button.

You see a screen like this:



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

You see a screen like this:



3. Click **Options** for PDF or JPEG and change the settings as necessary.
4. Click **Close**.

Save Settings

Parent topic: Selecting Epson ScanSmart Settings

Save Settings

You can change the settings for how scanned images are saved as PDFs or JPEGs.

PDF Options

Setting	Options	Description
General	**Generate PDF/A File**	Creates a PDF that conforms to PDF/A-1 standards
	Create file with all pages	Saves all pages as one file
	Compression Level	Selects the compression level for color or grayscale images

Setting	Options	Description
Security	**Open File Password**	Set a password to open the file
	Protect Property Settings	Sets a password to protect file properties and allows for restrictions on file editing and printing

JPEG Options

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

Parent topic: Changing the Save Settings

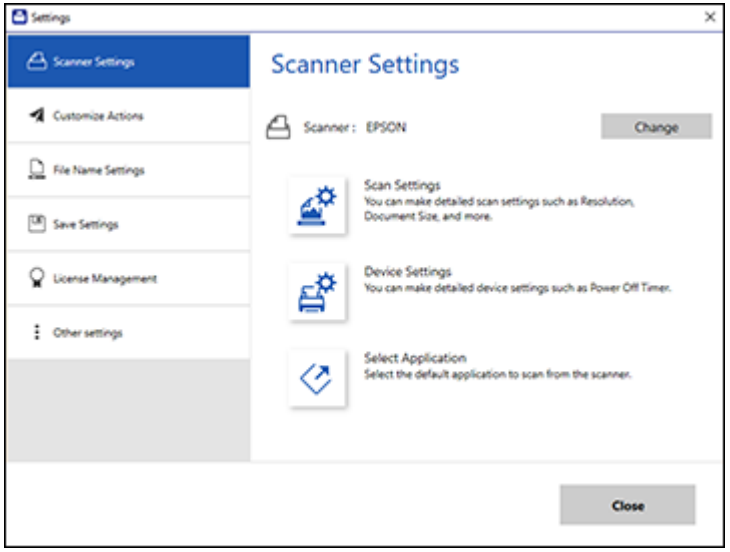
Customizing Action Icons

You can customize how the scan action icons are displayed on the **Select Action** screen.

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

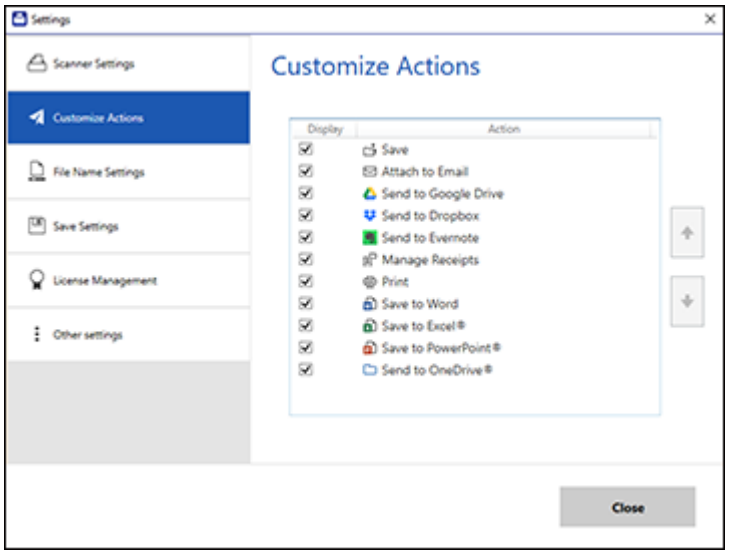
1. Click the **Settings** button.

You see a screen like this:



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

You see a screen like this:



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

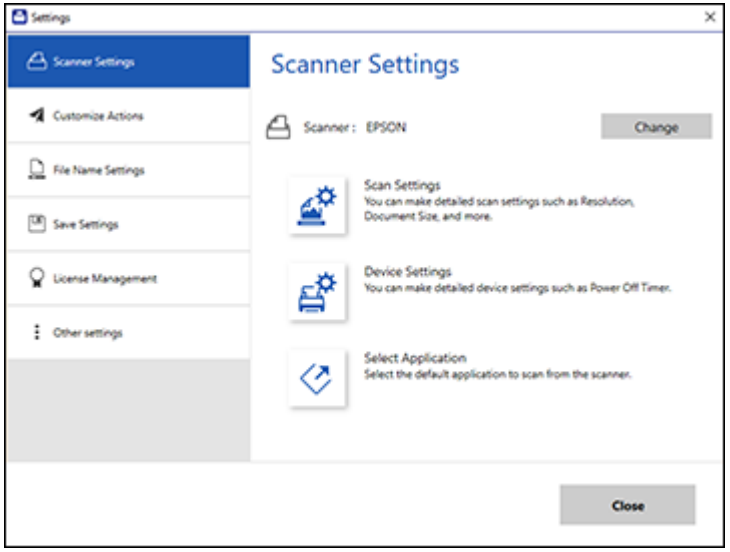
Parent topic: Selecting Epson ScanSmart Settings

Changing the Scan Application

You can change the default scan application that opens when you start a scan using the start or scan button on the scanner.

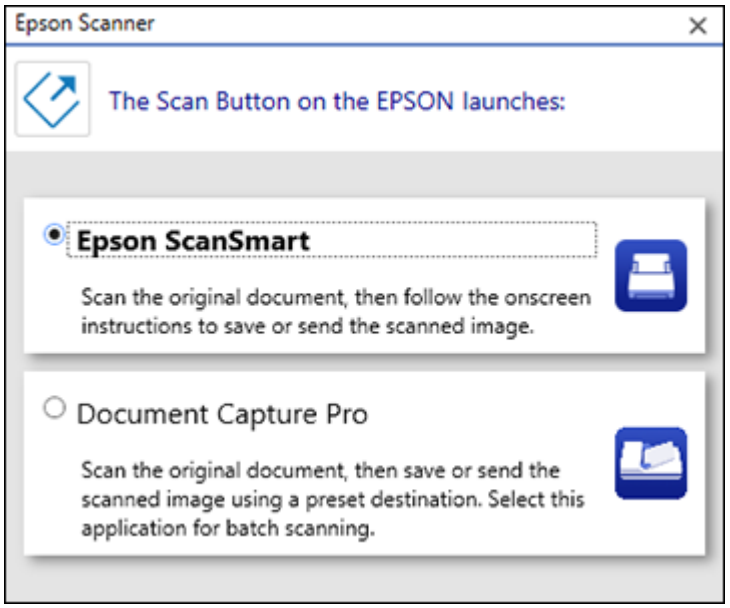
1. Click the **Settings** button.

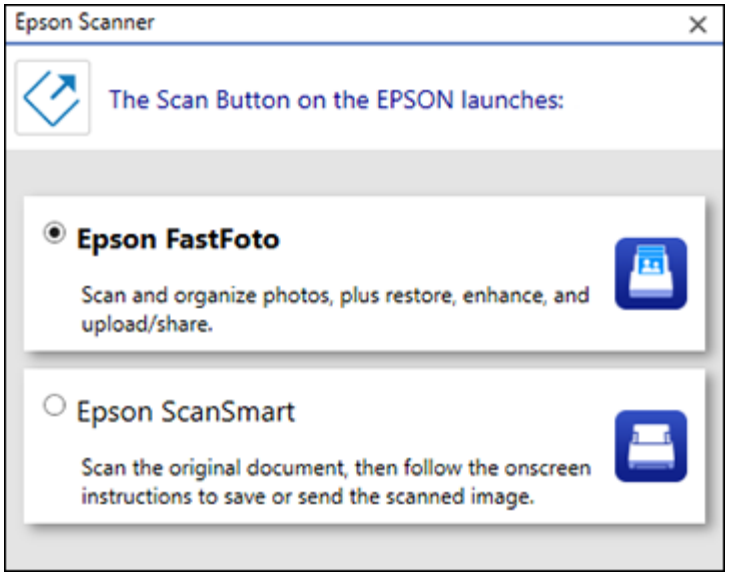
You see a screen like this:



2. On the **Scanner Settings** tab, click **Select Application**.

You see a screen like this, depending on your scanner model:





3. Select the application you want to use as the default.

Parent topic: Selecting Epson ScanSmart Settings

Scanning Using Receipt Manager

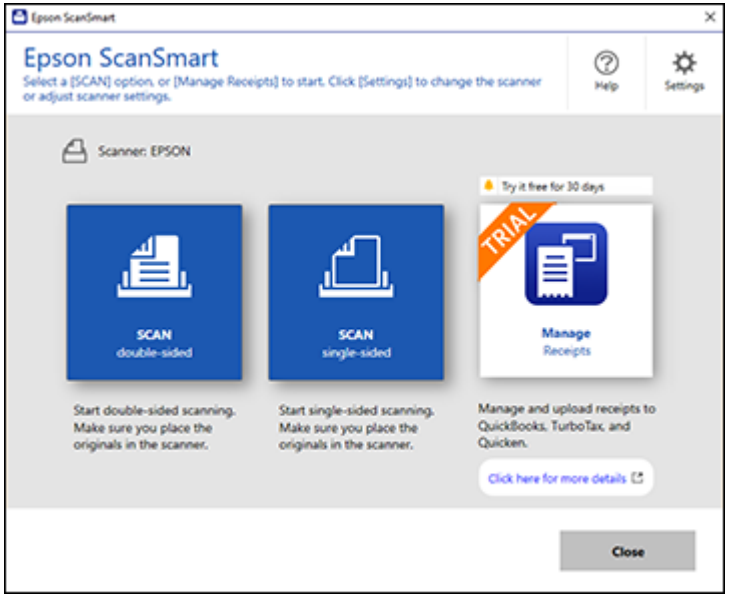
See these sections to activate Receipt Manager software and start scanning receipts.

Starting a Free Trial
Activating Receipt Manager
Scanning Receipts and Using Receipt Manager

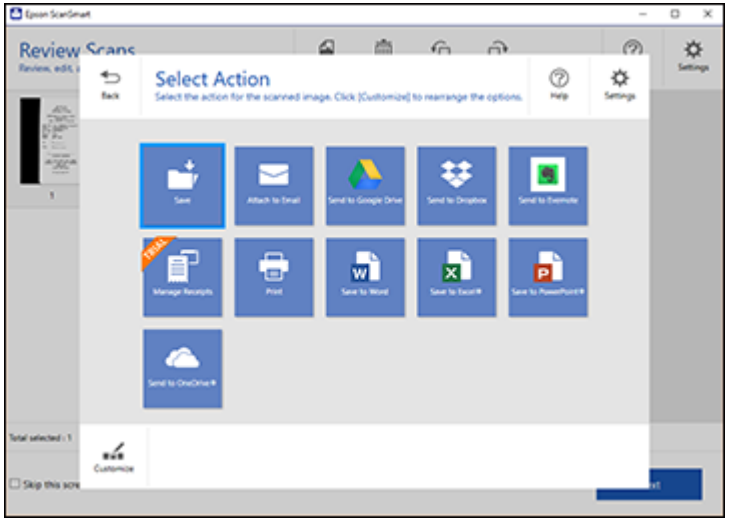
Starting a Free Trial

You can start a 30-day free trial of Receipt Manager.

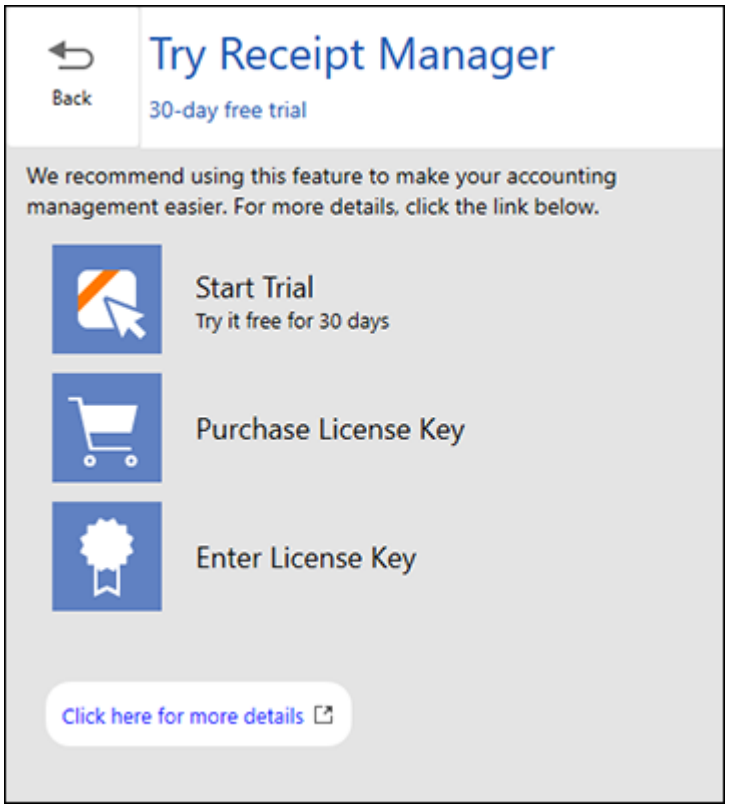
1. Do one of the following to start your free trial:
   - Click the **Manage Receipts** trial icon on the main Epson ScanSmart screen.



- Click the **Manage Receipts** trial icon on the **Select Action** screen.

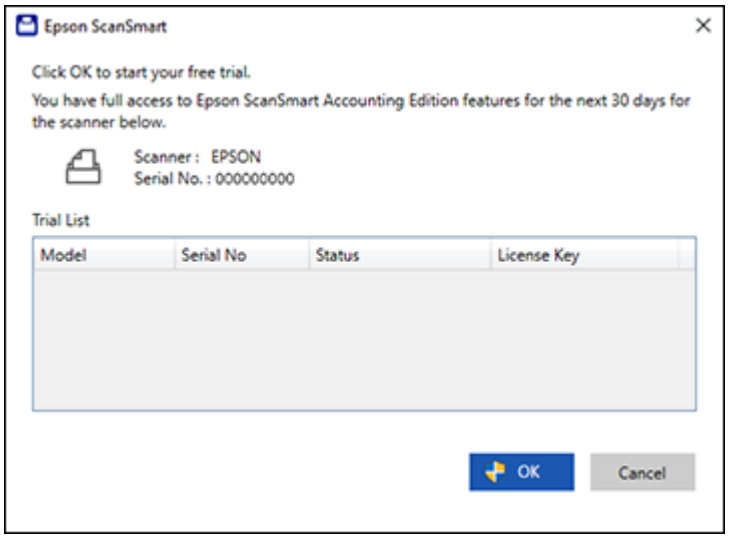


2. Select **Start Trial**.

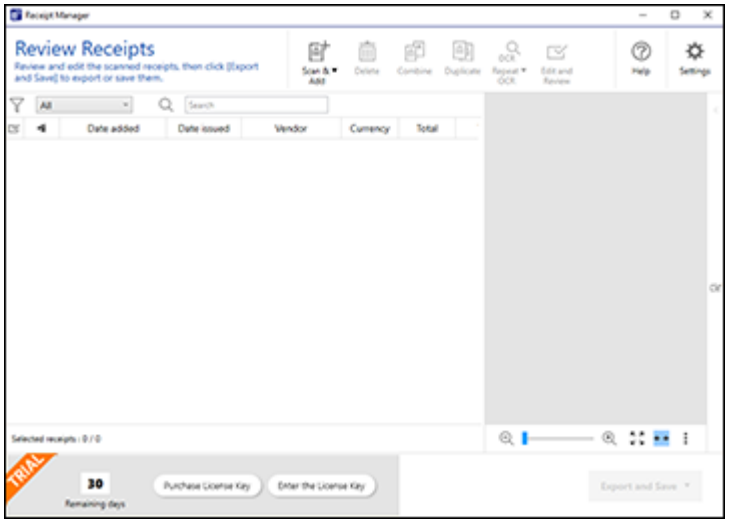


Note: If you are ready to purchase a license key now, click **Purchase License Key**. The Epson support page opens in your web browser. When you receive the license key, click **Enter License Key** and enter it on the screen that appears, then click **Activate**. You can also click the link below for instructions on activating Receipt Manager from the Settings menu.

3. Make sure the scanner and serial number listed match your product and click **OK**.



4. Receipt Manager opens and you can begin using its features.



When the 30-day trial expires, you can purchase a license key to continue using Receipt Manager features.

Hiding the Receipt Manager Trial Icons

Parent topic: Scanning Using Receipt Manager

Related tasks

Hiding the Receipt Manager Trial Icons

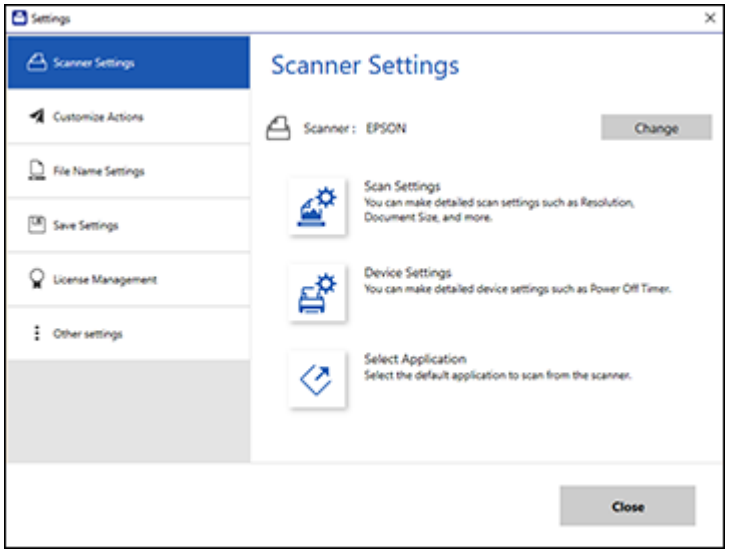
Activating Receipt Manager

Hiding the Receipt Manager Trial Icons

You can hide the Receipt Manager trial icons from the Epson ScanSmart screens.

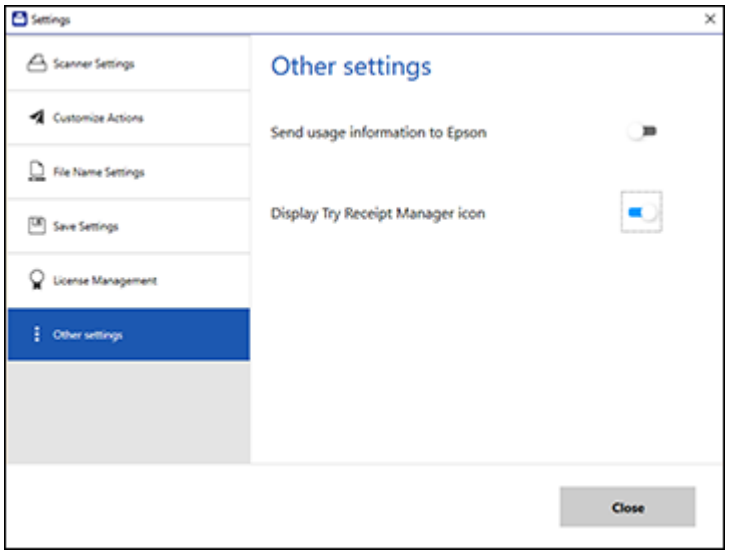
1. Click the **Settings** button in Epson ScanSmart.

   You see a screen like this:



2. Click the **Other Settings** tab.

You see a screen like this:



3. Click the **Display Try Receipt Manager icon** toggle button to hide or display the trial icon on the main Epson ScanSmart screen.

   Note: You can also hide or display the trial icon from the **Select Action** screen on the **Customize Actions** tab.

4. Click **Close**.

Parent topic: Starting a Free Trial

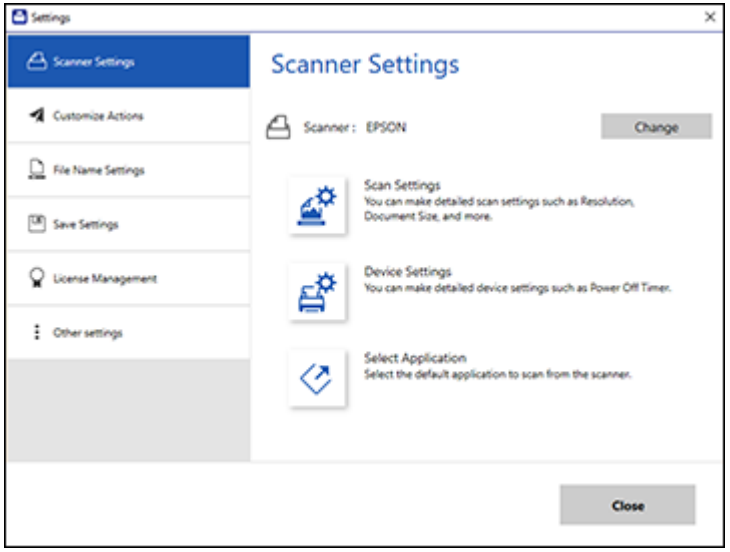
Activating Receipt Manager

You can purchase a license key to activate Receipt Manager. An internet connection is required.

Note: The license key can only activate one scanner.

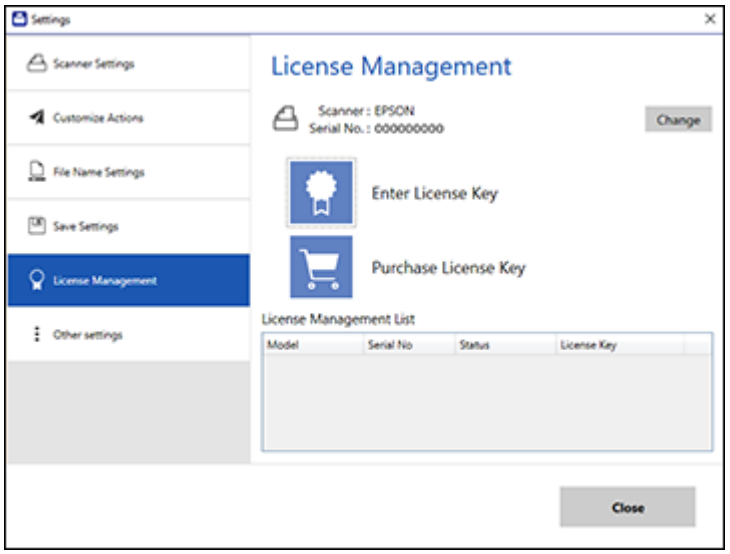
1. Click the **Settings** button.

You see a screen like this:



2. Click the **License Management** tab.

You see a screen like this:



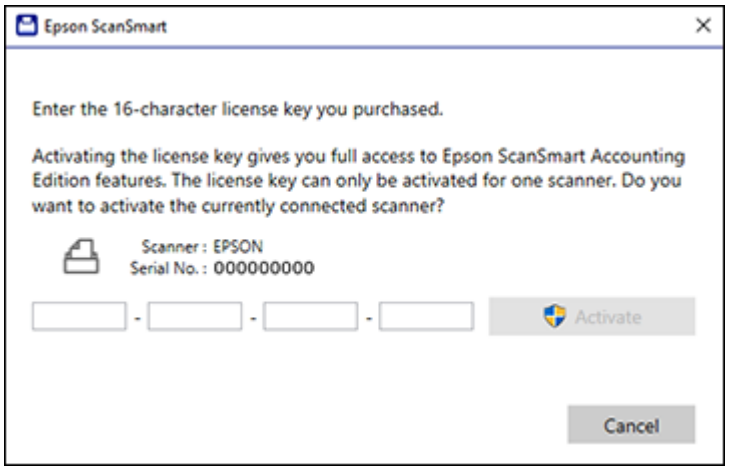
3. To purchase a new license key, click **Purchase License Key**.

   The Epson support page opens in your web browser where you can purchase the license key. If you already have a license key, go to step 4.

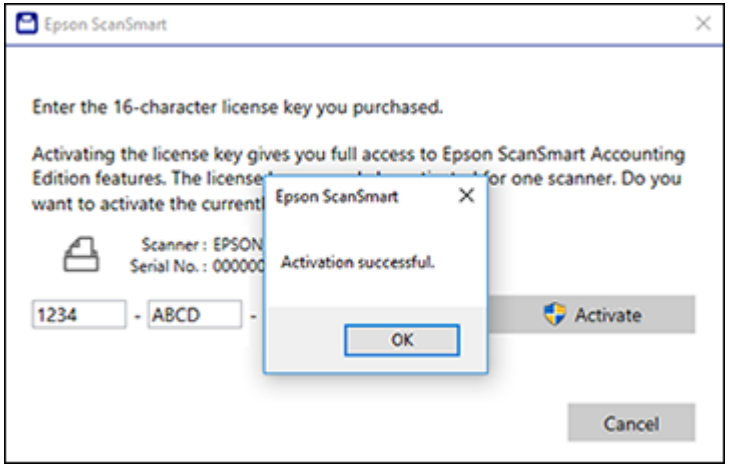
4. Make sure the scanner you want to activate the license key for is displayed at the top of the screen. Click **Change** if you want to select a different scanner.

5. Click **Enter License Key**.

You see a screen like this:



6. Enter the license key you purchased and click **Activate**.
7. Click **Yes** on the next screen (Windows only).
8. When you see a message indicating that activation was successful, click **OK**.



The activated scanner and license key appear in the License Management List.

Parent topic: Scanning Using Receipt Manager

Related tasks

Changing the Scanner

Scanning Receipts and Using Receipt Manager

You can scan receipts and manage the data in Receipt Manager.

Note: Receipt Manager is available for select scanner models. Availability varies by country.

1. Load your original receipts into the scanner. See your scanner's *User's Guide* for instructions.
2. Press the start or scan button on the scanner.

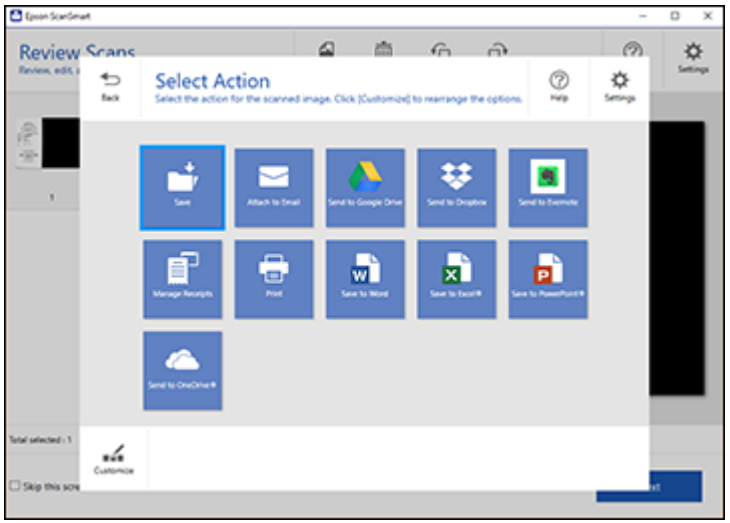
   If Epson ScanSmart is set as the default application, it automatically opens on your computer and the scan job begins. The receipts feed through the scanner. When scanning is complete, you see a screen like this:

3. You can review or reorder the scanned images as follows:
   - Select **Scan more** to scan more receipts.
   - Select **Delete** to delete selected scanned images.

- Select a rotate option to rotate scanned images.
- If you scanned double-sided, select **On** or **Off** for **Include back sides** if you want to keep or discard the back sides of scanned images.

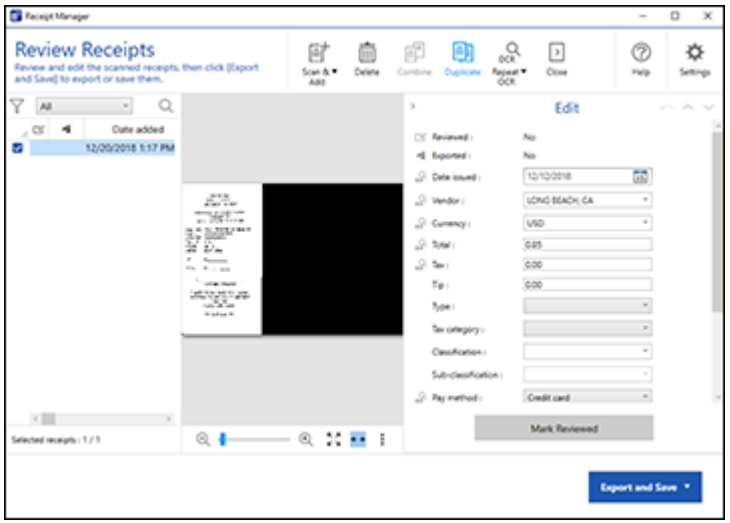
4. When you are finished reviewing the scanned images, click **Next**.

   You see a screen like this:



5. Click **Manage Receipts**.

You see a screen like this:



Note: You can also click **Manage Receipts** from the main Epson ScanSmart screen to open Receipt Manager and begin scanning receipts.

Note: If you are using the trial version of Receipt Manager, you must click **Continue Trial** each time you click **Manage Receipts**.

6. In the **Edit** window, review the receipt data against the scanned image and make sure it is correct. You can also choose the following options:
   - Select **Scan & Add** to scan more receipts.
   - Select **Delete** to delete selected scanned images. Make sure the blue checkbox in the receipt list is selected for the receipts you want to delete.
   - Select **Combine** to combine receipt data. Make sure the blue checkboxes in the receipt list are selected for the receipts you want to combine.

     Note: You cannot separate receipts once they are combined. You must delete and re-scan them if you need to separate them.

- Select **Duplicate** to duplicate receipts. You can only duplicate one receipt at a time. Make sure the receipt you want to duplicate is selected.
- Select **Repeat OCR** and select a language if the data fields were not populated.

  Note: Some fields may need to be entered manually.

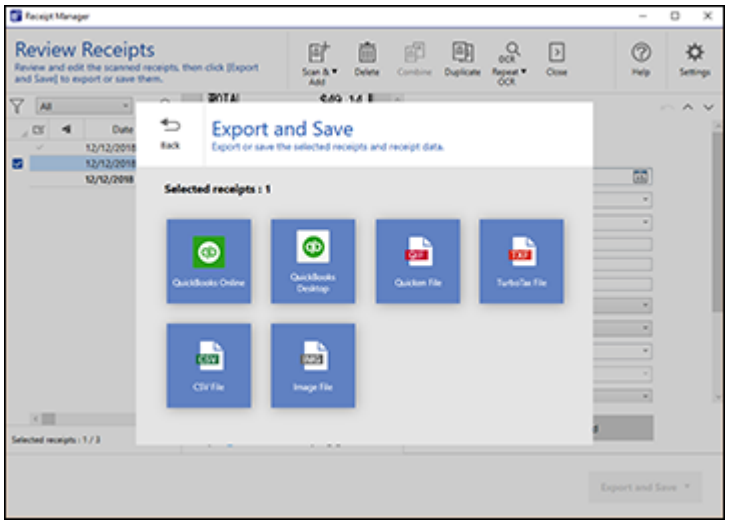
7. When you are finished reviewing the data for the first receipt, click **Mark Reviewed**.

   The next receipt appears and you can review the data. Repeat for each receipt.

   Note: Make sure the blue checkboxes in the receipt list are selected for the receipts you want to export or save.

8. When you have finished reviewing data for all receipts, click **Export and Save**.

   You see a screen like this:



9. Select an option. See the links below.

Exporting Receipts to QuickBooks Online
Exporting Receipts to QuickBooks Desktop
Saving or Exporting Receipts to Quicken

Saving Receipt Data as a TurboTax File
Saving Receipt Data as a CSV File
Scanning Receipts as an Image File

Parent topic: Scanning Using Receipt Manager

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

Related tasks
Changing the Scan Application

Exporting Receipts to QuickBooks Online

You can export receipt data to QuickBooks Online.

Note: Make sure you have a current QuickBooks account and your login information is available.

1. Make sure your receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **QuickBooks Online**.
   The QuickBooks window appears.
3. Enter your QuickBooks login information. Follow the on-screen instructions to continue.

Parent topic: Scanning Receipts and Using Receipt Manager

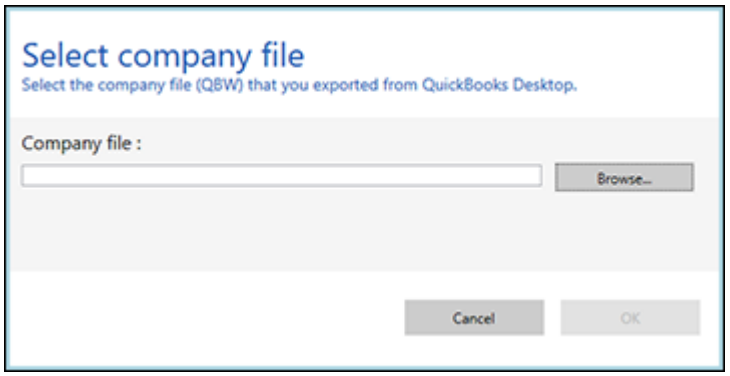
Exporting Receipts to QuickBooks Desktop

You can export receipt data to QuickBooks Desktop (Windows only).

Note: Make sure the QuickBooks Desktop software is installed and opened on your computer.

1. Make sure your receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **QuickBooks Desktop**.

You see a screen like this:



3. Click **Browse** and select the QBW company file that you want to export the data to.

   Note: The QBW company file must already be created.

   The scanned receipt data is exported.

Parent topic: Scanning Receipts and Using Receipt Manager

Related tasks

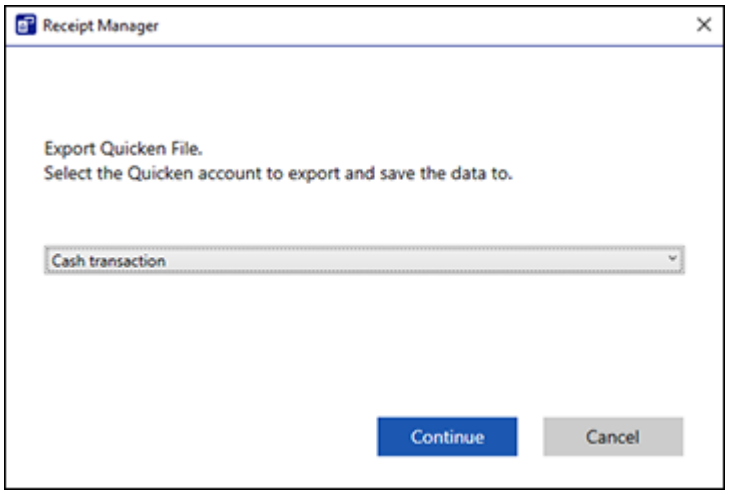
Importing Categories from QuickBooks Desktop or Quicken

Saving or Exporting Receipts to Quicken

You can save receipt data as a QIF file or export it for use in Quicken.

1. Make sure your receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **Quicken File**.

You see a screen like this:



3. Do one of the following:
   - Select **Cash transaction** and click **Continue** to save the receipt data as a QIF file.
   - Select **Select the Quicken account** and click **Continue** to export the receipt data to a QIF file previously saved on your computer.

   The scanned receipt data is saved or exported.

Parent topic: Scanning Receipts and Using Receipt Manager

Related tasks

Importing Categories from QuickBooks Desktop or Quicken

Saving Receipt Data as a TurboTax File

You can save receipt data as a TurboTax file.

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

   Note: The tax category needs to be selected for each receipt to be recognized by TurboTax.

2. In the **Export and Save** window, click **TurboTax File**.
3. Save the file as a TXF file to your computer.

Parent topic: Scanning Receipts and Using Receipt Manager

Saving Receipt Data as a CSV File

You can save receipt data as a CSV file to use in a spreadsheet program such as Microsoft® Excel®.

1. Make sure your receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **CSV File**.
3. Choose the folder on your computer where you want to save the CSV file.

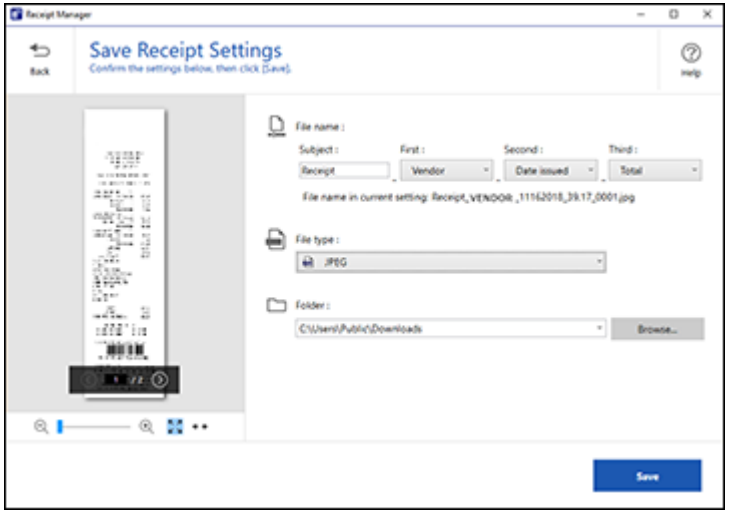
Parent topic: Scanning Receipts and Using Receipt Manager

Scanning Receipts as an Image File

You can save scanned receipts as an image file.

1. Make sure your receipts are scanned and reviewed. See the link below.
2. In the **Export and Save** window, click **Image File**.

   You see a screen like this:



3. Review the file naming fields, select the file type (JPEG or PDF), select the destination folder, and click **Save**.

Parent topic: Scanning Receipts and Using Receipt Manager

Selecting Receipt Manager Settings

After starting Receipt Manager, you can export or import the receipt database and change various settings.

Exporting or Importing the Receipt Database
Changing Column Settings
Changing Currency and Language Settings
Importing Categories from QuickBooks Desktop or Quicken

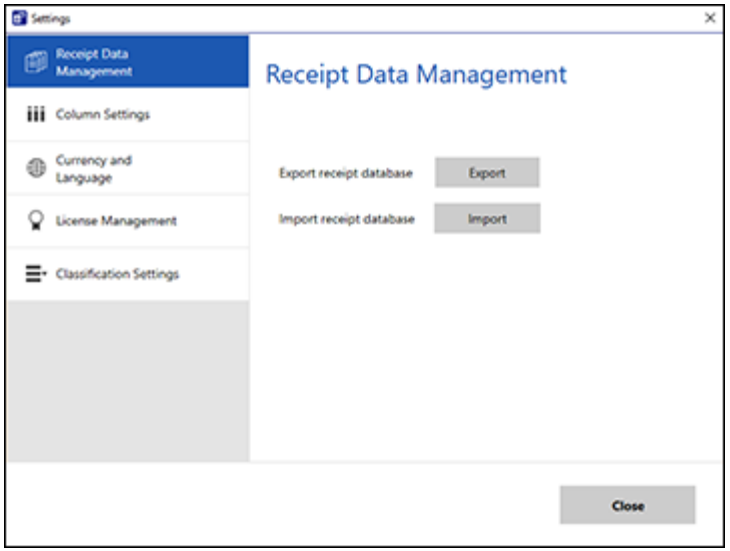
Exporting or Importing the Receipt Database

You can export or import the receipt database. This is useful if you change computers.

Note: Make sure each computer has the same version of Epson ScanSmart installed.

1. Click the **Settings** button in Receipt Manager.

   You see a screen like this:



2. Choose one of these options:
   - Click **Export** to export the receipt database. A file is created that can be saved to a folder on your computer.
   - Click **Import** to import the receipt database. Choose the file that was created when you exported the database. The current database is overwritten.
3. Click **Close**.

Parent topic: Selecting Receipt Manager Settings

Related tasks

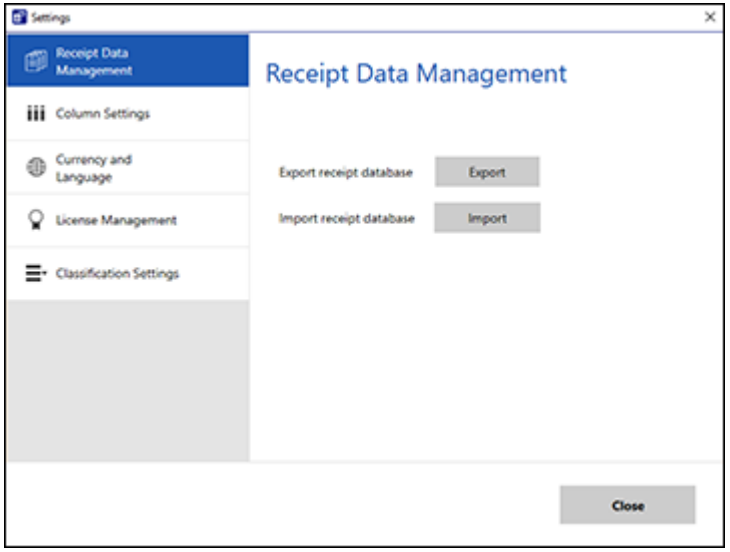
Scanning Receipts and Using Receipt Manager

Changing Column Settings

You can choose which columns are displayed in the receipt list.

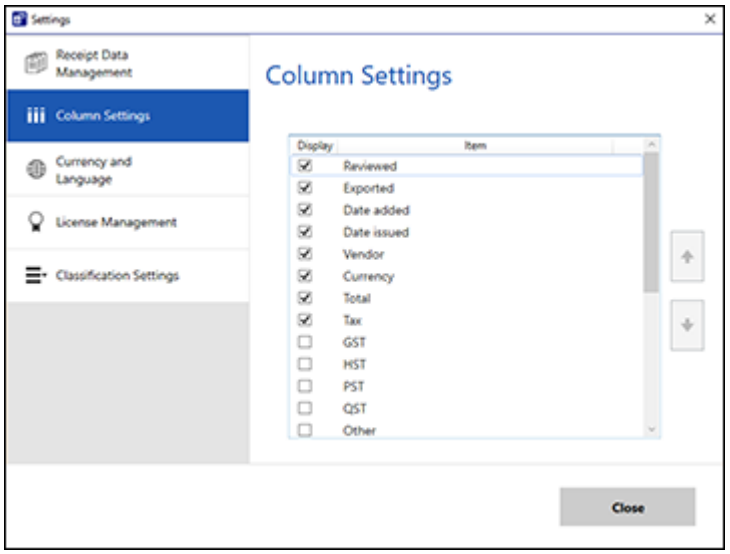
1. Click the **Settings** button in Receipt Manager.

   You see a screen like this:



2. Click the **Column Settings** tab.

You see a screen like this:



3. Choose which columns to display by selecting or deselecting each checkbox. Click the arrow icons to move the items up or down in the display order you want.
4. Click **Close**.

Parent topic: Selecting Receipt Manager Settings

Related tasks

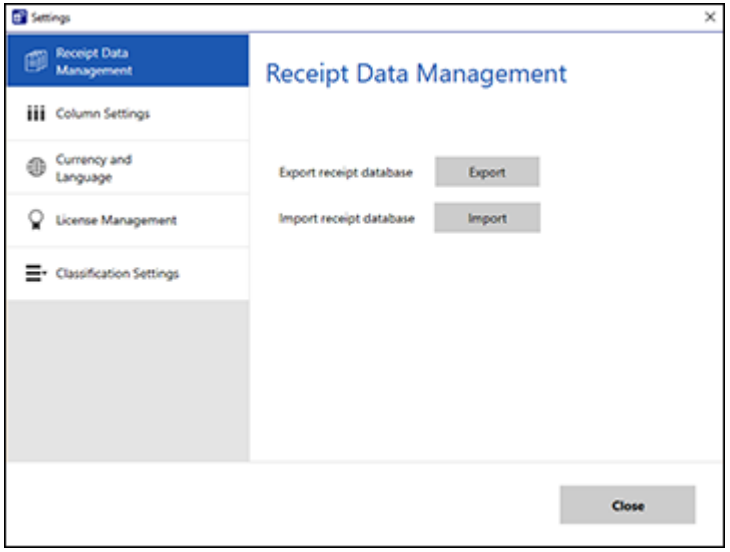
Scanning Receipts and Using Receipt Manager

Changing Currency and Language Settings

You can change the currency and OCR language for data in Receipt Manager.

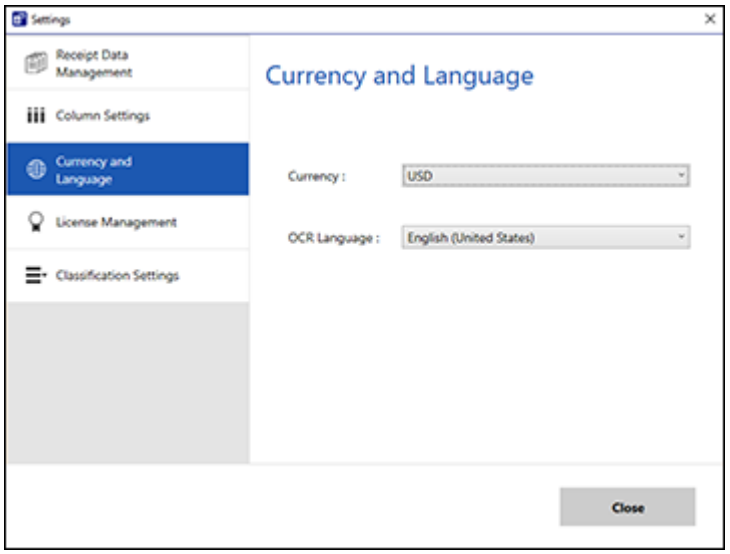
1. Click the **Settings** button in Receipt Manager.

You see a screen like this:



2. Click the **Currency and Language** tab.

You see a screen like this:



3. Select a currency type and OCR language.
4. Click **Close**.

Parent topic: Selecting Receipt Manager Settings

Related tasks

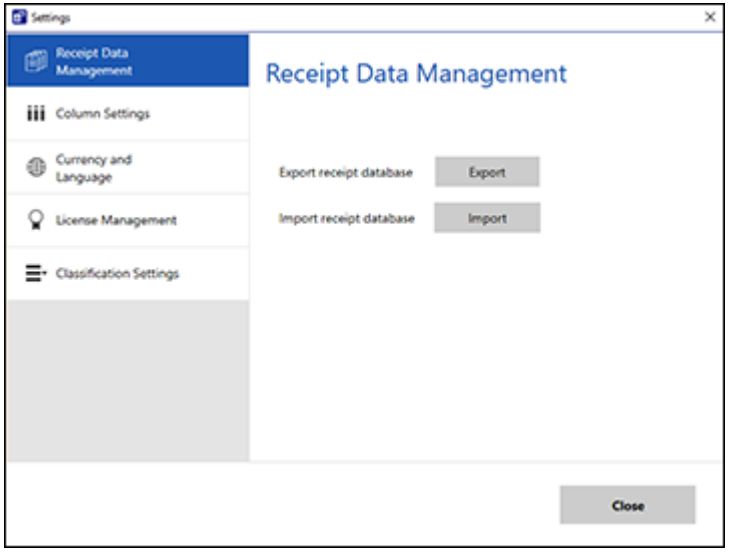
Scanning Receipts and Using Receipt Manager

Importing Categories from QuickBooks Desktop or Quicken

You can import categories from QuickBooks Desktop or Quicken to use in Receipt Manager.

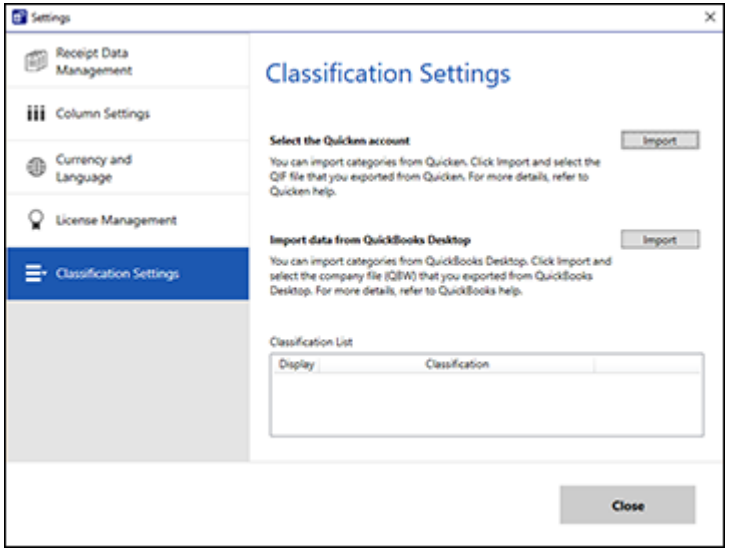
1. Click the **Settings** button in Receipt Manager.

You see a screen like this:



2. Click the **Classification Settings** tab.

You see a screen like this:



3. Click **Import** for one of the options and follow the on-screen instructions.
4. After categories are imported, select the categories you want to display in the Receipt Manager Edit window from the Classification List and click **Close**.

Parent topic: Selecting Receipt Manager Settings

Solving Epson ScanSmart Problems

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

Scanner Button Does Not Start Scanning
Cannot Send Scans to a Cloud Service
Scanning Speed is Slow
Solving Scanned Image Quality Problems
Solving Receipt Manager Problems

Scanner Button Does Not Start Scanning

If pressing the ◇ start or ◇ scan button on your scanner does not start a scan, try these solutions:

- Restart your computer.
- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- If you are connecting your scanner over a network, make sure the Wi-Fi connection is working correctly. Try turning the wireless router off and on again, and make sure the router cable is securely connected.
- If you are connecting your scanner via USB, use only the USB cable that came with the scanner. Make sure it is connected directly to your computer and not to a USB hub.
- For Wi-Fi scanning, confirm that your scanner is paired with your computer. Select **Settings** > **Scanner Settings** > **Change** and select the scanner you want to use.
- Make sure your scanner is not connected to another computer via USB. A USB connection takes priority over a Wi-Fi connection.
- Make sure Epson ScanSmart is installed correctly. Reinstall the software, if necessary.

Parent topic: Solving Epson ScanSmart Problems

Cannot Send Scans to a Cloud Service

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

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

Parent topic: Solving Epson ScanSmart Problems

Scanning Speed is Slow

If scanning speed is slow, try these solutions:

- Lower the scan resolution. Select **Settings** > **Scanner Settings** > **Scan Settings**. The Epson Scan 2 settings window appears. Select a lower resolution, and try scanning again.
- In the Epson Scan 2 window, click the icon. On the **Scan** tab, make sure **Quiet Mode** is disabled.

  Note: Quiet Mode is not available on all scanner models.

Parent topic: Solving Epson ScanSmart Problems

Solving Scanned Image Quality Problems

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

Back of Original Image Appears in Scanned Image
Scanned Characters are Blurry
Characters are Not Recognized During Conversion to Editable Text (OCR)
Ripple Patterns Appear in an Image
Streaks Appear in All Scanned Images
Scanned Image is Cropped
Image Consists of a Few Dots Only
Straight Lines in an Image Appear Crooked
Image is Distorted or Blurry
Image is Too Dark
Scanned Image Colors Do Not Match Original Colors
Resetting the Epson Scan 2 Settings

Parent topic: Solving Epson ScanSmart Problems

Back of Original Image Appears in Scanned Image

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

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

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

Parent topic: Solving Scanned Image Quality Problems

Scanned Characters are Blurry

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

- If your scanner has a mode selector, make sure it is set correctly. To scan using the ADF, slide the mode selector to . To scan a plastic card using the card slot, slide the mode selector to .
- Make sure you do not move the scanner or original while scanning.
- Operate the scanner on a flat, stable surface.
- Make sure the originals are ejecting properly.
- Select **Settings** > **Scanner Settings** > **Scan Settings** and try adjusting these settings and scanning again:
  - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
  - On the **Main Settings** tab, try increasing the **Resolution** setting.
  - On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

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

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

Parent topic: Solving Scanned Image Quality Problems

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

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

- Make sure your original is loaded straight on your product.
- Use an original with clear text.
- Receipts made of thermal paper may deteriorate faster. Scan them as soon as possible.
- When saving scanned images as searchable PDFs, make sure the correct OCR language is selected.
- When using Receipt Manager, select **Settings** > **Currency and Language** and make sure the correct OCR language is selected.

- Select **Settings** > **Scanner Settings** > **Scan Settings**, adjust the following settings, and try scanning again:
  - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
  - On the **Main Settings** tab, set the **Resolution** between 200 and 600 dpi.
  - On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

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

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

Parent topic: Solving Scanned Image Quality Problems

Ripple Patterns Appear in an Image

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

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

Parent topic: Solving Scanned Image Quality Problems

Streaks Appear in All Scanned Images

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

- Clean the glass surfaces inside your scanner using a genuine Epson cleaning kit or the microfiber cloth that may have come with your scanner.
- The Epson ScanSmart software can alert you when dirt is detected on the scanner glass. Select **Settings** > **Scanner Settings** > **Device Settings** > **Scanner Setting**, select a setting for **Detect Glass Dirt**, and click **Set**.

  Note: Not all lines or dirt can be detected. Dirt may not be detected depending on its position, shape, and concentration. Select a higher or lower **Detect Glass Dirt** setting as necessary.

- Keep the scanner cover closed when it is not in use to prevent dirt or dust from getting inside.

Parent topic: Solving Scanned Image Quality Problems

Scanned Image is Cropped

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

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

Parent topic: Solving Scanned Image Quality Problems

Image Consists of a Few Dots Only

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

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

Parent topic: Solving Scanned Image Quality Problems

Straight Lines in an Image Appear Crooked

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

- Make sure to place your original straight when you scan it.
- Clean the glass surfaces inside your scanner using a genuine Epson cleaning kit or the microfiber cloth that may have come with your scanner.
- Keep the scanner cover closed when it is not in use to prevent dirt or dust from getting inside.

Parent topic: Solving Scanned Image Quality Problems

Image is Distorted or Blurry

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

- Make sure your original is not wrinkled or warped. This may prevent the original from laying flat when passing over the scanner sensors.
- Do not move your original or your scanner during scanning.

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

Parent topic: Solving Scanned Image Quality Problems

Image is Too Dark

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

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

Parent topic: Solving Scanned Image Quality Problems

Scanned Image Colors Do Not Match Original Colors

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

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

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

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

- If the **Image Type** is set to **Black & White**, adjust the **Color Enhance** setting on the **Advanced Settings** tab.

Parent topic: Solving Scanned Image Quality Problems

Resetting the Epson Scan 2 Settings

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

1. Do one of the following to start the Epson Scan 2 Utility:
   - **Windows 10**: Click > **EPSON** > **Epson Scan 2 Utility**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
   - **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.
2. Click the **Other** tab.
3. Click **Reset**.

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

Parent topic: Solving Scanned Image Quality Problems

Solving Receipt Manager Problems

Check the solutions in these sections if you have problems scanning using Receipt Manager.

Cannot Access an Accounting Service
Cannot Import Receipt Database
License Key is Disabled

Parent topic: Solving Epson ScanSmart Problems

Cannot Access an Accounting Service

If you cannot access an accounting service, try these solutions:

- Make sure the login information you entered for the accounting service is correct.

- Make sure the accounting service is not down for system maintenance. Check the accounting service website for more information.
- Make sure the desktop accounting service and its company file are opened on your computer.

Parent topic: Solving Receipt Manager Problems

Cannot Import Receipt Database

If you cannot import a receipt database, make sure the Epson ScanSmart software version installed on your computer is up to date. Run Epson Software Updater or visit the Epson support website for your product.

Parent topic: Solving Receipt Manager Problems

License Key is Disabled

If you have problems entering a license key, try these solutions:

- Make sure the license key is valid and correctly entered.
- The license key is only available for one scanner. Make sure you selected the correct scanner.
- If you need to replace your scanner under warranty, Epson can issue you a new license key. Contact Epson Support if you have trouble with the new license key.

Parent topic: Solving Receipt Manager Problems

Related tasks

Changing the Scanner

Trademarks

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