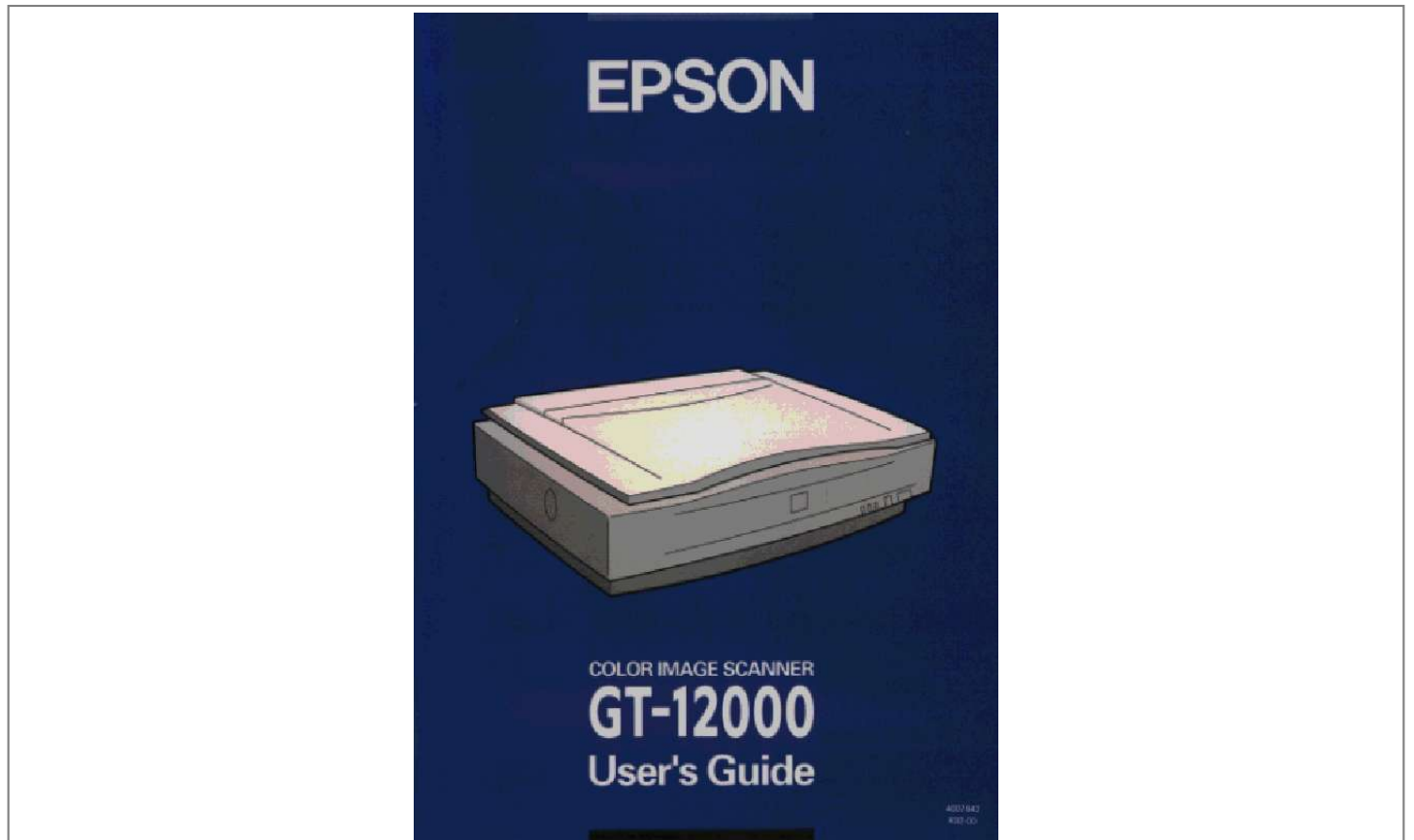




Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for EPSON GT-12000. You'll find the answers to all your questions on the EPSON GT-12000 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual EPSON GT-12000
User guide EPSON GT-12000
Operating instructions EPSON GT-12000
Instructions for use EPSON GT-12000
Instruction manual EPSON GT-12000



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Manual abstract:

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User's Guide Declaration of Conformity Manufacturer: Address: SEIKO EPSON CORPORATION 3-5, Owa 3-chome, Suwa-shi, Nagano-ken 392 Japan

EPSON EUROPE B.V.

Prof. J. H. @@@@.

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..... Options

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How to Use This Guide

Warnings, Cautions, and Notes For United Kingdom Users ... Safety information ..

..... Important Safety Instructions

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.. B-2 B-4 B-5 B-5 B-6 Index v vi Introduction The EPSON® GT-12000 is a true 800-dpi full-color flatbed image scanner with an A3 or US B size scanning area. It has the ability to scan in color or grayscale, making it ideal for virtually all uses, from simple drawings to complex full-color illustrations. It achieves extremely high quality in color by reading and saving 36 bits per pixel.

Features The GT-12000 offers the following features: u Full color or grayscale scanning. For color scanning, you can select up to 16 million colors. For grayscale, you can select up to 256 grays. Scanning resolution of 800 dpi. You can adjust the output resolution to match the resolution of your output device.

Automatic Area Segmentation (AAS) provides you with the capability to separate text from photographs on a page so that grayscale images will be clearer and text recognition is more accurate. Text Enhancement Technology. This feature enhances text recognition accuracy when using your scanner for optical character recognition (OCR) scanning. Two resident interfaces, bidirectional parallel and SCSI. Using these interfaces, you can connect two computers to the scanner at the same time.

Higher quality output with EPSON TWAIN Pro's "Best & de-screening" option, which automatically removes unwanted moiré patterns from scanned images.

u u u Introduction I u The EPSON TWAIN Pro software helps let you take full advantage of your scanner's advanced features. Software control of all scanner functions. Software commands are backward compatible with the EPSON GT-12000 color image scanner. u Options The following optional items are available to expand the versatility of your scanner. For detailed information on the use of these options, see the guides that come with the options.

Bidirectional Parallel Interface Board (B80818V) This board provides parallel connection between the scanner and IBM® PC/AT or IBM-compatible computers. Setup and installation of this board are fully described in the manual that comes with the board. An interface cable must be purchased separately.

Auto Document Feeder (B81311V) This option is designed primarily for optical character recognition (OCR) scanning.

The automatic document feeder allows you to scan up to 30 pages automatically. You can then use them in a word processing program just as if you had typed them yourself. Transparency Unit (B81310V) This option allows you to scan transparent materials, primarily 35mm slides and black-and-white negatives. It has a maximum reading area of 290 × 420 mm, which allows you to scan transparent materials up to A3 or US B size. SCSI System Cable (25-pin to 50-pin)

(B860081) This cable provides connection between a SCSI device and an Apple® Macintosh® computer.

2 Introduction SCSI Peripheral Cable (50-pin to 50-pin) (B860091) This cable provides connection between two SCSI devices in a daisy chain. Interface Cables For the parallel interface, you need to have a suitable interface cable to connect the scanner to your computer.



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Make sure you choose a shielded cable. How to Use This Guide u See Chapter 1, "Setting Up the Scanner," for information about setting up your scanner and connecting it to your computer. Be sure to read this first.

See Chapter 2, "Scanning Basics," for information on the operation of your scanner. See Chapter 3, "Options," for information about installing and using options. See Chapter 4, "Troubleshooting and Maintenance," for information on solving scanner problems, maintaining your scanner, and transporting your scanner. There is also a section on how to improve your scanned output by upgrading your equipment in this chapter. See Appendix A for various specification information. See Appendix B for customer support information. u u u u u For information on scanning, see the software manual that came with the scanner. Additionally, see your application documentation if necessary. Introduction 3 Warnings, Cautions, and Notes w c Warnings must be followed carefully to avoid bodily injury. Cautions must be observed to avoid damage to your equipment.

Notes contain important information and useful tips on the operation of your scanner. For United Kingdom Users Safety information w Warning: This appliance must be earthed. Refer to rating plate for voltage and check that the appliance voltage corresponds to the supply voltage. Important: The wires in the mains lead fitted to this appliance are coloured in accordance with the following code: Green and yellow -- Earth Blue -- Neutral Brown -- Live As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows: The green and yellow wire must be connected to the terminal in the plug which is marked with the letter E or with the earth symbol (/). 4 Introduction The blue wire must be connected to the terminal in the plug marked with the letter N. The brown wire must be connected to the terminal in the plug marked with the letter L. If damage occurs to the plug, replace the cord set or consult a qualified electrician. Replace fuses only with a fuse of the correct size and rating. Important Safety Instructions Read all of these instructions and save them for later reference. Follow all warnings and instructions marked on the scanner.

u Unplug the scanner before cleaning. Clean with a damp cloth only. Do not spill liquid on the scanner. Do not place the scanner on an unstable surface or near a radiator or heat source. Do not block or cover the openings in the scanner's cabinet.

Do not insert objects through the slots. Use only the type of power source indicated on the scanner's label. Connect all equipment to properly grounded power voltages, and it is not possible to change the voltage. If the label on the back of the scanner does not show the correct voltage for your country, contact your dealer. 2.

If any of the scanner's lights come on, press the OPERATE button to turn the scanner off. c 1-4 Caution: Whenever you turn off the scanner, wait at least 10 seconds before turning it back on. Rapidly turning it on and off can damage the scanner. Setting Up the Scanner Initialization By observing the scanner's initialization, you can make sure that the scanner is operating properly before you connect it to your computer. 1. Open the document cover so you can see the operation of the scanner during initialization. 2. Turn on the scanner by pressing the OPERATE button. While the scanner initializes, tunused number as described below. 1.

Locate the SCSI ID rotary switch on the rear panel of the scanner. 2. To change the SCSI ID, turn the dial to the desired number. c Caution: Do not set the SCSI ID to an ID number that is already assigned to another device. The computer, scanner, and other devices will not function properly. Setting Up the Scanner 1-9 Terminator The scanner has a built-in terminator. If the scanner is the only SCSI device you connect to your computer or if it is the last device in the daisy chain, leave the internal SCSI terminator turned on. It is on if the switch is up. If the scanner is in the middle of a daisy chain, turn the terminator switch off. 1-10 Setting Up the Scanner Connecting the scanner to your computer or another SCSI device Connect the scanner as follows: 1.

Make sure that the scanner, the computer, and all other SCSI devices are turned off and unplugged from the power source. 2. Connect the 50-pin end of the cable to either the top or bottom SCSI connector of the scanner; then squeeze the wire clips together until they lock in place on both sides. 3. Connect the other end of the cable to the SCSI port of your computer or another SCSI device.

Note: u The SCSI port of the Macintosh is the larger port with the SCSI icon over it. u If you are connecting the scanner to a SCSI device other than the computer, use a cable with 50-pin connectors on both ends. 4. Connect the power cables of your computer, scanner, and other external SCSI devices. 5. Always turn on the scanner and other external SCSI devices before you turn on your computer. Setting Up the Scanner 1-11 Power-on sequence Follow these instructions each time you turn your computer and SCSI devices on. If you have an internal hard disk, turn on the scanner and any other SCSI devices you plan to use. Wait a few seconds; then turn on the computer. If you have an external hard disk, turn on the scanner, external hard disk (which should be first on the daisy chain), and any other SCSI devices you plan to use. Wait a few seconds; then turn on the computer. SCSI devices in the middle of the daisy chain may be left off if you don't use them. Installing the Scanner Software Now that you have connected the scanner to your computer, the next thing to do is install your scanner software. Follow the instructions in the EPSON TWAIN Pro User's Guide. Then read Chapter 2, "Scanner Basics," before your first scan.

Besides the scanner software, your GT-12000 scanner also comes with the PageManager software which gives you extra control over scanning and scanned images, especially when using the Auto Document Feeder. See page 3-21 for installation instructions. 1-12 Setting Up the Scanner Chapter 2 Scanner Basics Lights and Buttons

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. . 2-8 2 Scanner Basics 2-1 Lights and Buttons The scanner has three indicator lights and two buttons. READY light OPERATE light ERROR light OPERATE button RESET button OPERATE light (green) Comes on when the scanner is turned on. READY light (green) Comes on when the scanner is ready to scan

images.

This light flashes during scanning. When an error occurs, the combination of this light and the ERROR light indicate the type of error as shown in the table on the next page.



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ERROR light (red) Comes on when an error occurs. Along with the **READY** light, this light indicates the type of error. **OPERATE** button Turns the scanner on and off. **RESET** button Returns the scanner to operating status after an error occurs. 2-2 Scanner Basics Note: u Pressing the Reset button during scanning stops the scanner and may cause an error in the scanning software. u The Reset button may not work if two computers are connected to the scanner and the computer with the bidirectional parallel interface is not turned on. Scanner errors If an error occurs, the scanner stops operating and the **READY** and **ERROR** lights show the type of error. See page 4-2, "Determining the Type of Error," for details.

ERROR light On Flashing Flashing Off READY light On Off Flashing Off Error type Command error Interface error Fatal error Option error Scanner Basics
2-3 Scanning Before scanning a document: Remember to respect the rights of copyright owners. Do not scan published text or images without first checking the copyright status. 1. Turn on the scanner by pressing the **OPERATE** button. The **OPERATE** light comes on. 2. Turn on the computer and make sure that the scanner's **READY** light is on. Open the document cover. 2-4 Scanner Basics 3. Place the document on the document table, with the side to be scanned down. Make sure that the document is aligned in the top-left corner (when facing the inside of the cover). 4. Close the document cover gently so that the document does not move. Scanner Basics 2-5 Note: u Make sure that the document is flat against the glass surface so that the image is properly focused. Also make sure to close the document cover.

This prevents interference from external light. u Always keep the document table clean. See "Troubleshooting and Maintenance," Chapter 4, for information on cleaning the scanner. Do not leave photographs on the document table for an extended period of time; they may stick to the glass. Do not place heavy objects on top of the scanner.

u u 5. Open the scanning software, make your settings, and scan according to the directions in Chapter 2, "Scanning With Your Software," of the **EPSON TWAIN Pro User's Guide**. Removing the Document Cover for Oversized Documents For thick documents or other materials, you can remove the document cover. To do this, hold the back of the document cover behind the hinge and lift straight up. 2-6 Scanner Basics Note: When scanning with the cover removed, make sure you cover any exposed areas of the document table to prevent interference from external light. c Caution: Do not force the cover off the scanner or lift the cover from in front of the cover hinge. This can cause damage to the cover. Reattach the document cover by pushing straight down on the back of it until it clicks into place. Scanner Basics 2-7 Using the Document Guide Make sure you have everything shown below, before reading this section. During the scanning operation, the position of the optical reader shifts very slightly as it scans from one side to another.

This is normal, and many scanners include a feature to adjust for this shift. This scanner comes with the document guide, which allows you to make incremental changes to the angle of the document to correct for any slight shifts in the scanning process. There are a few ways to use the document guides, as described in the following pages. If you need to be precise when scanning, use one or both document guides to make the most precise scans possible. 2-8 Scanner Basics 1. Install the pins in the scanner's screw holes through the document guide's holes. The guide pin screws into the left hole and the adjust pin screws into the right hole. adjust pin guide pin 2. Lay the grid document guide on the document table with the document guide holes over the screw holes in the scanner. Make sure the larger document guide hole is on the right (when facing the inside of the cover).

+0.2 +0.1 0 -0.1 -0.2 Scanner Basics 2-9 3.

Lift up the document guide and insert your document, image, or picture under the guide. Align your document with the guides grid lines. Repeat this step for every document you want to scan, placing one document next to another. 4. Close the cover and scan according to the directions in your software manual.

You can also use the document guide according to the directions below, which are helpful if you find that your document slips or doesn't stay aligned using the above method. The method below requires tape. 1. Lay the grid document guide upside down on a flat surface, the long hole will be to the left. 2.0+ 1.0+ 0 1.02.0- 2-10 Scanner Basics 2. Lay your document on the guide with the side to be scanned facing up.

After aligning the document to the proper position, use the tape to secure the document in place. Repeat this step for every document you want to scan, placing one document next to another. 3. Install the pins in the scanner's screw holes through the document guide's holes. The guide pin screws into the left hole and the adjust pin screws into the right hole. adjust pin guide pin Scanner Basics 2-11 4. Turn the document guide over, and lay it on the document table with the document guide holes over the screw holes in the scanner. Make sure the larger document guide hole is on the right and your document faces down.

+0.2 +0.

1 0 -0.1 -0.2 5. Close the cover and scan according to the directions in your software manual. Note: If the scanned image appears slanted, turn the adjust pin using a screwdriver to correct the angle of the document.

2-12 Scanner Basics The third, and probably most precise way to use the document guides is described below. This method also requires tape. 1. Install the pins in the scanner's screw holes through the document guide's holes. The guide pin screws into the left hole and the adjust pin screws into the right hole.

2. Lay the grid document guide on the document table with the document guide holes over the screw holes in the scanner. Make sure the larger document guide hole is on the right (when facing the inside of the cover). +0.2 +0.1 0 -0.1 -0.2 Scanner Basics 2-13 3. Open **EPSON TWAIN Pro** as described in your software manual, make the following settings and click **Preview**: Document Source: Image Type: Destination: Resolution: Flatbed 256 Grayscale LineWork Scan 800 dpi 4. Make a marquee in the preview window to include the document guide's scale A and B, and click **Zoom Preview**.

2-14 Scanner Basics 5. Move the marquee to match its left edge with the left edges of the scales. 6. Click the **Scan** button. 7. Compare the left edges of the scales on the scanned image; the starting points of the scales should match exactly. If both scales start at the same line (for example 0), skip to step 11. Otherwise go to the next step. Matching A starts at 0 A Do not match starts at 0 B starts at 2 Scanner Basics 2-15 8.



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See the left edges of the scales of the scanned image.

Every line of the scale that is missing is equal to 0.4 for mathematical purposes. Then calculate the adjustment angle using the following equation. The adjusting angle = (scale A - scale B) / 4 For example: If scale A starts at line 0, then $0 \times 0.4 = 0$; the value for scale A = 0 If scale B starts at line 2, then $2 \times 0.4 = 0.8$; the value for scale B = 0.8 $(0 - 0.8) / 4 = -0.2$ The angle you need to adjust the adjust pin = -0.2

2 9. Turn the arrow on the adjust pin to the number indicated by the calculated result (-0.2 in the example above). +0.2 +0.1 0 -0.1 -0.2 10. To confirm this angle, repeat steps 3 to 8. EPSON recommends you record the adjust pin's position for future reference.

2-16 Scanner Basics 11. Remove the document guide. 12. Lay the clear document guide on the document table with the document guide holes over the screw holes in the scanner. Make sure the larger document guide hole is on the right when facing the inside of the cover. Scanner Basics 2-17 13. Lay your document on the clear document guide with the side to be scanned facing up. 14. Lay the grid document guide on top of your document, with the document guide holes over the screw holes in the scanner. Make sure the larger document guide hole is on the left when facing the inside of the cover.

2-18 Scanner Basics 15. Make sure your document is aligned with the grids on the grid document guide. After aligning the document to the proper position, use tape to secure the document in place. Repeat this step for every document you want to scan, placing one document next to another. 16.

Remove the grid document guide. Scanner Basics 2-19 17. Turn the clear document guide over, and lay it on the document table with the document guide holes over the screw holes in the scanner. Make sure the larger document guide hole is on the right and your document faces down. 18.

Close the cover and scan according to the directions in your software manual. 2-20 Scanner Basics Chapter 3 Options The Transparency Unit

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Unpacking the Transparency Unit

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Installing the Transparency Unit

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.. @ @ Adjusting the angle of the transparency guide The Auto Document Feeder

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.. Unpacking the Auto Document Feeder Installing the Auto Document Feeder

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... Installing the PageManager software Loading paper in the Auto Document Feeder

Scanning from the Auto Document Feeder @ @

. @ @ @ @ @ @ @ @ Remove this screw before you attempt to use the Transparency Unit. 1. Turn the unit so the glass side faces up.

2. Remove both shipping screws as shown below. 3. @ @ @ @ @ @ 1. @ @ 2.

@ @ @ @ Close the Transparency Unit. 5. @ @ 1. Open the Transparency Unit. 2.

Insert the guide pin and the adjust pin. @ @ 3. @ @ 2 +0 . 1 0 -0 . 1 -0 . @ @ To scan transparencies, see page 3-14. @ @ @ @ @ Load slides in the 35 mm slide holder face down, as shown below. Repeat this step for all the slides you scan. 2. Place the slide holder on the document table.

@ @ @ @ @ Replace the strip cover that you removed in step 1. Repeat steps 1 through 3 for all the filmstrips you scan. 4. @ @ @ @ Insert the film in the holder face down. 3. Close the cover. Repeat steps 1 through 3 for all the film you scan. 4. @ @ @ @ Insert the film in the holder face down. 3.

Close the cover. @ @ @ @ 1. @ @ 2. @ @ @ @ @ @ @ @ This occurs when two, very thin membranes such as film surfaces or soap bubble surfaces meet. If this phenomenon occurs, try scanning the film upside down.

This may eliminate the effect of Newton's ring. Adjusting the angle of the transparency guide If you find that your scanned image's edges are being scanned at a slight angle, adjust the angle of scanning by turning the adjust pin. Most scanners scan at an angle due to the movement of the carriage. The direction and degree you should turn the adjust pin depends on your individual scanner and the placement of the document to be scanned. You may want to experiment with this feature to determine the best angle.

If you are still unsatisfied after experimenting with the adjust pin, see "Using the Document Guide" on page 2-8 for information on how to precisely find the angle you need. +0 . 2 +0 . 1 0 -0 . 1 -0 . 2 Options 3-15 The Auto Document Feeder The Auto Document Feeder (B81311V) allows you to automatically load multiple-page documents into your scanner. This document feeder is particularly useful for OCR (optical character recognition) scanning, or for creating an image database. Unpacking the Auto Document Feeder When you first open the package, make sure that the following items are included. Contact your EPSON dealer if anything is missing or damaged. 3-16 Options Installing the Auto Document Feeder Before installing the Auto Document Feeder, be aware that: u The Auto Document Feeder is heavy, so you may need to have someone help you lift it.

The Auto Document Feeder is large, so you should clear the space around the scanner. u Follow the steps below to install the Auto Document Feeder on your EPSON scanner. 1. Make sure your scanner is turned off, and unplug the scanner's power cable. 2. Remove your scanner's document cover by holding the cover behind the hinge and lifting the back of the cover straight up. Options 3-17 3. Insert the installation screws that come with the scanner into the holes in

the back of the scanner and secure them as shown below. 4. Place the two knobs that are enclosed with the Auto Document Feeder beside the scanner. 3-18 Options 5. Align the screws with the holes of the Auto Document Feeder. Slide the holes of the Auto Document Feeder over the screws. Note: The Auto Document Feeder is heavy, so you may need to have someone help you lift it. 6. Secure the knobs to the ends of the screws. Options 3-19 7. Attach the Auto Document Feeder's connector to the scanner's option interface. 8. Peel off the backing from the stopper and from the paper out support, which are provided with the Auto Document Feeder. Then attach the stopper and paper out support to the scanner as shown below. 9. Close the Auto Document Feeder. 3-20 Options Installing the PageManager software The Presto! PageManager software that comes with the GT-12000 scanner provides you with many interesting and useful features including software control of the scan direction so that both sides of a double-side scan come out the same direction. To install the PageManager software: For Windows 95; Insert the CD-ROM into the CD-ROM drive and click Start and Run. Then type D:\SETUP.EXE, and press the Enter key. Follow the on-screen instructions to complete installation. For Macintosh; Insert the CD-ROM into the CD-ROM drive and double-click the Presto! PageManager Installer icon. Follow the on-screen instructions to complete installation.

For details about using PageManager, open online help from the Help menu in PageManager.



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Loading paper in the Auto Document Feeder Your Auto Document Feeder can automatically load up to 30 sheets of the following paper sizes (based on a paper weight of 17 lbs and a stack thickness of 6.0 mm or less): Paper size A3, LD, B4, Legal, A4, Letter, B5, A5, 140 × 148 mm A4, Letter, B5, A5 Direction Portrait Landscape Use the PageManager software that came with your GT-12000 scanner. @@Slide the edge guides all the way to the outside. 2. @@Make sure that the side you want to scan faces up. Then adjust the edge guides to match the size of your paper. @@@@The scanner automatically finds and scans the whole image. Follow the steps below to scan an image or document. 1.

Load paper in the Auto Document Feeder as described on page 3-22. 2. @@Determine the direction of scanning using PageManager. @@4. Make your settings in EPSON TWAIN Pro and click the Scan button.

@@@1. Load paper in the Auto Document Feeder as described on page 3-22. Note: Do not scan more than one page at a time when scanning only part of an image; otherwise the extra pages may not feed properly. 2. Start the PageManager software and select Acquire from the File menu.

3. Click Preview. The document is ejected after previewing. 4. Make a marquee (frame around a certain area) to define the part of the image you want to scan by dragging the mouse pointer over that area. If necessary, make multiple marquees to scan multiple parts of the image. See Chapter 3 of the EPSON TWAIN Pro User's Guide for information on making marquees and settings in EPSON TWAIN Pro. 5. Replace the document the same way you placed it in step 1, and close the Document Feeder. 6.

Determine the direction of scanning using PageManager. Options 3-25 7. Make your settings in EPSON TWAIN Pro and click the Scan button. @@8. Click Scan to scan a single marquee, or click Scan All to scan multiple marquees. Fixing paper jams in the Auto Document Feeder If a paper jam occurs, first open the Auto Document Feeder's cover, then determine where the paper jam occurred. 3-26 Options If paper jams at the feeder position: Open the jam-release cover and slowly pull the jammed paper out of the feeder mechanism. (Be careful not to pull too hard; otherwise the paper may tear, making it more difficult to remove.) If paper jams at the paper eject position: Open the jam-release cover and slowly pull the jammed paper out of the feeder mechanism. (Be careful not to pull too hard; otherwise the paper may tear, making it more difficult to remove.)

) Options 3-27 After removing the jammed paper, close the Auto Document Feeder cover and reset the scanner by turning it off and on again. Adjusting the loading position of the Document Feeder If your document feeds too high or low when using the Auto Document Feeder, adjust the position using the adjustment dial. -6 -5 - -7 -6 -5 - -7 If the upper side of the scanned image is missing If the document does not feed to the proper position on the document table, turn the dial clockwise to a higher number. The position changes in 1 mm increments. 1012 23456 5 -4 -3 6- 5 -4 -3 6- 1012 23456 mm 3-28 Options 45 67 7 45 67 m m 4 -3 -2 -1 0 123 4 -3 -2 -1 0 mm 123 m m -7 - 7 -7 - If the lower side of the scanned image is missing If the document feeds past the proper position on the document table, turn the dial counterclockwise to a lower number.

The position changes in 1 mm increments. 1012 23456 5 -4 -3 6- 5 -4 -3 6- 1012 23456 mm mm Note: This problem occurs when the stopper is not installed, or the stopper is not positioned properly on the document table. Make sure the stopper is installed as described on page 3-20 if this problem occurs.

Document specifications Paper size A3, LD, B4, Legal, A4, Letter, B5, A5, 140 × 148 mm A4, Letter, B5, A5 Direction Portrait Landscape Operating condition: Weight: 5 to 35° C, 10 to 80% RH 50 to 127 g/m2 (over 110 g/m2, the operating condition is 15 to 25° C, 40 to 70% RH) High-quality bond or thermal paper Documents printed with impact printers, laser printers, or facsimile machines Paper quality: Document type: 7 -7 - 7 -7 - Options 3-29 Document conditions Make sure of the following before feeding a document: u u Ink on the document is dry. The document has no holes, is not ripped or wrinkled, and has no articles attached to it.

The document has no staples or other objects attached that may damage the feeder mechanism. The document has no folds closer than 8 mm to its edges. The document is not a multipart form or bound. The document has no rear carbon coating. The document has no cut-out areas. u u u u u Other precautions Do not feed photographic sheets or particularly valuable original artwork into this automatic document feeder; misfeeding a document may result in accidental wrinkling or damage. When you are scanning high-quality color or halftone documents, it is recommended you open the automatic document sheet feeder and scan documents individually. 3-30 Options Chapter 4 Troubleshooting and Maintenance Determining the type of Error . . .

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. 4-10 Recommended Equipment . . RAM and hard disk size . Accelerator boards . .

. Video cards . .

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Also see the documentation that came with your software, computer, and printer for possible solutions. Indicator lights If an error occurs, the scanner stops operating and the READY and ERROR lights show the type of error. ERROR light On Flashing Flashing Off READY light On Off Flashing Off Error type Command error Interface error Fatal error Option error 4-2 Troubleshooting and Maintenance Command error The scanner has received incorrect commands from your scanning software.



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If this type of error occurs, try to rescan the document. The scanner returns to normal when it receives correct commands. Normally you do not need to restart the scanner. **Interface error** The interface setup is wrong, or the scanner is not properly connected to the computer. If this type of error occurs, check the interface connection. Then push the RESET button or turn the scanner off and back on. **Fatal error** This indicates one of the following problems: u u u u One or more fluorescent lamps need to be replaced.

The transportation lock lever is not released. The scanner is broken. There is a problem, such as an open cover, with the optional transparency unit or the optional automatic document feeder. Check that the transportation lock lever is released and check any installed options, then push the RESET button. If the scanner still does not operate properly, try turning the scanner off and then back on.

If the scanner still does not operate properly, or if this error occurs repeatedly, consult your dealer. **Troubleshooting and Maintenance 4-3 Option error** This indicates a problem such as a paper jam with an installed option. Check any installed options and carefully remove any jammed paper, if necessary. **Problems and Solutions** The OPERATE light does not come on. Make sure the power cable is correctly plugged into the scanner and the power outlet.

The READY light does not come on. Make sure the scanner is correctly connected to the computer and that the computer is turned on. The scanner does not start scanning. Make sure that you have selected the correct interface port and settings with your software. Also make sure the interface board on your computer is properly installed. If you are using the SCSI interface, confirm that the terminator and SCSI ID are correctly set up. See page 1-8. If you have other expansion boards in your computer, make sure that they are not interfering with the interrupt setting of the interface board for your scanner. (See your computer manual.) **4-4 Troubleshooting and Maintenance** The scanner software does not work properly.

Be sure you have correctly installed your software. Make sure that your computer system meets the requirements, such as the operating system version, specified for your software. Also, make sure that your software supports this model of scanner and that you correctly installed the software. (See your software manuals.) Confirm that the computer has enough memory for your software. If you are running other software at the same time, using RAM resident programs, or have many device drivers, the computer may not have enough memory left. (See your software and computer manuals.) The entire image is distorted or blurred. Make sure that the document is placed flat against the document table. You may have accidentally moved the document during scanning. Check the position of the document and do not move it while the scanner is operating. See that the scanner is not tilted or placed on an unstable surface. Part of the image is distorted or blurred. Part of the document may be wrinkled, warped, or not in contact with the document table. Be sure the document is uniformly flat.

c Caution: Do not place heavy objects on the document table. **Troubleshooting and Maintenance 4-5** The edges of the document are missing from the scanned output. The document table has non-readable areas around the edges. If part of your document extends beyond the maximum limits marked on the document table edge guides, you may have to reposition your document so that the image you want to scan is within the readable area. Color is patchy or distorted at the edges of the image.

If the document is very thick or warped at the edges, the edges of the image may be discolored. Cover the edges of the document with opaque paper to block outside light. If part of the document extends beyond the document table, that edge may not be in contact with the document table. Change the position of the document. The image is faint or out of focus. Check that the document is placed flush against the document table. Make the brightness setting in your software darker. The image is too dark. Adjust the brightness with your software. Also check the brightness and contrast values of your display screen.

4-6 Troubleshooting and Maintenance Straight lines in the image are jagged. The document may be placed at an angle on the document table. Align it so that the horizontal and vertical lines are carefully aligned with the scales on the top and side of the document table. The image does not look the same as the original. Try different combinations of image settings using your scanner software. Your software may not have sufficient color matching and color management features, or these components of your software may not be correctly installed. (See your software and computer manuals.) If you are importing a scanned-image file into your application software, make sure the file format is one your software can read. Also check that the image settings in your application are appropriate for the type of image you want to scan. (See your software manual.)

) A line of dots is always missing in the scanned image. If this happens in your printed image only, your printer or its print head is probably malfunctioning. (See your printer manual.) If this happens on both your screen and printout, the scanner's sensor may be malfunctioning. Consult your dealer.

When halftoning is used, textured patterns of dots appear on particular areas of an image. This is normal. See the explanation of moiré in the Color Guide. **Troubleshooting and Maintenance 4-7** Colors on your monitor are different from those in the original image. Check the image settings in your scanner software, especially data format (bits/pixel/color), gamma correction, and color correction.

Try a different combination of these settings. Check the color matching and color management capabilities of your computer, display adapter, and software. Some computers can change the color palette to adjust colors on your screen. (See your software and computer manuals.) Exact matching of colors is very difficult. The reason for this is explained in your Color Guide. Check your software and monitor manuals for information on color matching and calibration. Printed colors are different from those in the original image. Exact reproduction of colors is very difficult. The reason for this is explained in your Color Guide.

See your software manual or your printer documentation for guidance on color matching. The printed image is larger or smaller than the original size. Change the image size settings in your software to resize the printed image. Do not use the size of the image on your monitor to judge the printed size. The image cannot be printed, the printout is garbled, or the printout is not an image. Check that the printer is properly connected with the computer and is correctly set up. (See your printer manual.) **4-8 Troubleshooting and Maintenance** Check that your software is properly installed and set up for your printer.



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(See your software manual.) Maintaining the Scanner To keep your scanner operating at its best, you should clean it periodically. Before cleaning, unplug the power cable. Clean the outer case with mild detergent diluted in water. If the glass of the document table gets dirty, clean it with a soft dry cloth. If the glass is stained with grease or other hard-to-remove material, use a small amount of glass cleaner on a soft cloth to remove it. Wipe off any remaining liquid with a dry cloth.

Be sure that there is no dust on the glass of the document table. Dust can cause white spots in your scanned image. *c Y Y Y Y Y* Caution: Be careful not to scratch or damage the glass of the document table, and do not use a hard or abrasive brush to clean it. A damaged glass surface can decrease the scanning quality. Never use alcohol, thinner or corrosive solvent to clean the scanner.

These chemicals can damage the scanner components as well as the case. Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and circuitry. Do not spray lubricants inside the scanner. Never open the scanner case. Troubleshooting and Maintenance 4-9 Replacing the fluorescent lamps The luminosity of the fluorescent lamps declines over time. If the lamps break or become too dim to operate normally, the scanner stops working and both the READY and ERROR lights flash. When this happens, the lamp assembly must be replaced. For details, contact your dealer. *c* Caution: Never open the case of the scanner.

If you think repairs or adjustments are necessary, consult your dealer. Transporting the Scanner If you need to transport the scanner a long distance or store it for an extended period, follow the steps below to secure the carriage. 1. Turn on the scanner and wait until the carriage moves to the home position (the left of the scanner when facing the underside of the cover). Then turn off the scanner. 2. Secure the transportation lock screw to the locked position to secure the carriage. 4-10 Troubleshooting and Maintenance Note: If the scanner is broken, the carriage may not automatically return to the home position. If it does not, raise the right of the scanner (when facing the underside of the cover) and hold it up until the carriage comes to rest at the left of the scanner. Then turn the transportation lock screw to the locked position.

Recommended Equipment Your scanner is sufficient for most scanning needs, but if you are not satisfied with the quality of the images on your monitor or with the speed of image processing, read this section. While it does not contain specific recommendations, it describes various possibilities for improving your scanning system. For further information, contact your dealer or an experienced scanner user. RAM and hard disk size Scanned images can use much more memory than text files, so you may need more RAM (Random Access Memory) in your computer and a larger hard disk than you have used previously.

Accelerator boards In addition to memory, processing speed is important because large files take longer to process than small ones.

Therefore, you may want to add an accelerator board to your computer. Troubleshooting and Maintenance 4-11 Video cards A video card that is sufficient for text may not be good enough for displaying graphic images, especially in color. If all your scanned images look coarse on your monitor, you may want to upgrade your video card. You will need 24-bit color, also called true color or millions of colors, to make the highest quality image reproductions. Monitors

The resolution of your monitor, of course, also affects the quality of the image you see.

Consider a high resolution monitor if you do precise color work, but first be sure you have the right video card. File compression software Many different programs are available to make image files smaller for storage or transmission. For example, they can enable you to store a 3 MB image file on a 1.44 MB floppy disk. Some compression software can compress images and restore them with no loss of data or quality; others compress images more, but the restored file is not exactly the same as the original. The difference between the original and restored files is, however, almost unnoticeable. 4-12 Troubleshooting and Maintenance Appendix A Technical Specifications Scanner Specifications Scanning . . .

. Electrical Environmental . . Safety approvals . Source document Parallel interface .
SCSI interface . . Initialization Methods . . .

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. *Technical Specifications A-1 Scanner Specifications Scanning Scanner type: Photoelectric device; Effective pixels: Document size: Flatbed, color Color CCD line sensor 9760 dots by 13760 pixels at 800 dpi, 100% 310 mm × 437 mm (12.2 inches × 17.2 inches) A3 or US B size (The reading area can be specified from the software.) 800 dpi (main, sub) 50 dpi to 3200 dpi in 1 dpi steps Values above 800 are interpolated in the software RGB color filters on CCD Scanning resolution: Output resolution: Color separation: Reading sequence: Monochrome Color line sequence Zoom: Image data: Brightness: Line Art settings: One-pass scanning One-pass scanning (R, G, B) 50% to 200% in 1% steps 12 bits in/out 7 levels Fixed threshold Text Enhancement Technology (enable/disable selectable) Bidirectional parallel and SCSI Xe-gas cold cathode fluorescent lamp 100,000 cycles of carriage movements (main unit MCBF) Width: 656 mm (25.*

8 inches) Depth: 458 mm (18.0 inches) Height: 170 mm (6.7 inches) Interface: Light source: Reliability: Dimensions: A-2 Technical Specifications Weight: Approx. 20 kg (44.1 lb) Electrical 100-120 V model Input voltage range Rated frequency Input frequency Rated current Power consumption 1.2 A AC 90 to 132 V 220-240 V model AC 198 to 264 V 50 to 60 Hz 49.5 to 60.5 Hz 0.7 A Approx. 60W, 75 W maximum with optional unit Note: Check the label on the back of the scanner for the voltage of your scanner.

Technical Specifications A-3 Environmental Temperature: Operation Storage Humidity: Operation Storage Operating conditions: 10% to 80%, without condensation 10% to 85%, without condensation Ordinary office or home conditions. Extreme dust should be avoided. Operation under direct sunlight or near a strong light source should be avoided. 5° C to 35° C (41° F to 95° F) 25° C to 60° C (13° F to 140° F) Note: Specifications are subject to change without notice. Safety approvals Safety standards: 120V model 220-240V model EMC: 120V model 220-240V model FCC part 15 subpart B class B CSA C108.8 class B EN55022 (CISPR Pub 22) class B EN 61000-3-2 EN 61000-3-3 EN 50082-1, IEC 801-2 IEC 802-3 IEC 802-4 UL 1950, CSA C22.



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2 950 EN 60950 (VDE) EN 60950 Nordic Deviation (NEMKO) A-4 Technical Specifications Source document Reflective type: Transparency type: Opaque documents with smooth surfaces Reversal film, Negative film (Optional transparency unit is required.) Parallel interface Interface type: Data format: Synchronization: Handshaking: Logic level: Connector type: Connector pin arrangement: 18 1 Bidirectional parallel interface 8-bit parallel By external strobe pulse By ACKNLG and BUSY signals Input/output data and interface control signals are TTL compatible 36-pin Centronics® type connector 36 19 Technical Specifications A-5 SCSI interface Interface type: Functions: ANSI X3T9.2/375R Revision 10L (SCSI) BUS FREE phase ARBITRATION phase SELECTION/RESELECTION phase COMMAND phase (Logical Unit number is fixed to 0 and command link function is not supported.) DATA phase Data in phase Data out phase STATUS phase MESSAGE phase MESSAGE IN phase MESSAGE OUT phase ATTENTION condition RESET condition TTL compatible ANSI X3T9.

2/375R Revision 10L (SCSI) Selectable from 0 to 7 Internal terminator selectable (enable/disable) Two 50-pin connectors Logic level: Electrical standard: ID Setting: Terminator: Connector type: Connector pin arrangement: 25 1 50 26 A-6 Technical Specifications Initialization Methods The scanner can be initialized (returned to a fixed set of conditions) in the following ways: Hardware initialization * The scanner is turned on. * The scanner receives an INIT signal from the parallel interface: pin 31 goes LOW. * The scanner receives a SCSI Reset signal from the SCSI interface. Software initialization * Software sends the ESC @ (initialize the scanner) command. * The scanner receives a SCSI Bus Device Message.

Technical Specifications A-7 A-8 Technical Specifications Appendix B Contacting Customer Support For United Kingdom and the Republic of Ireland Users For Australian Users .

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. B Contacting Customer Support B-1 If your scanner is not operating properly and you cannot solve your problem with the troubleshooting information in this guide and online help, contact customer support services for assistance. We will be able to help you much more quickly if you are able to give the exact information indicated below. @@@@If this booklet is not available, details can be found on Faxon Epson faxback service, EPtec Bulletin Board Service or on EPSON's World Wide Web site. See below for details. Faxon Epson Contact Faxon Epson faxback service for: u u Literature and specifications on the latest EPSON products Support information including troubleshooting tips, switch settings and driver information To use Faxon Epson, call 01442 227332 using a touch-tone phone.

You will be asked to follow a simple routine to register your document request, and once you have entered your telephone and fax numbers, Faxon Epson will fax a copy of the document catalogue to your fax machine. When you have found the documents that you need in the catalogue, call Faxon Epson again and enter the document ID numbers. @@No membership is required. @@Downloading protocols supported include Xmodem, Ymodem and Zmodem.

@@@Here you will find information on the latest EPSON products, software drivers, and answers to frequently asked questions. For Australian Users EPSON Australia wishes to provide you with a high level of Customer Service. As well as this User's Guide, we provide the following sources for obtaining information: EPSON FAXBACK EPSON FAXBACK will fax you the latest specifications and pricing for most EPSON products offered in Australia. There is also technical information including details of the latest software and drivers available. Phone (02) 9903 9075 and the system will guide you through a number of choices before faxing the information to your fax machine. EPSON Bulletin Board System This is where you can download the latest software and drivers.

Visit the BBS to check out the latest versions. If you have a modem, phone (02) 9417 5090. Internet URL <http://www.epson.com>.

au Access the EPSON Australia World Wide Web pages. Worth taking your modem here for the occasional surf! You can get the same information as offered on the EPSON FAXBACK and the EPSON Bulletin Board plus more. Your Dealer Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advice on problems. They can often solve problems quickly and easily as well as give you advice on the next step to take.

B-4 Contacting Customer Support EPSON Helpdesk EPSON Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in diagnosing hardware and software problems. They can also advise you on the latest EPSON products and where the nearest dealer or service agent is located. Many types of queries are answered here. The Helpdesk numbers are: Phone: Fax: (02) 9903 9040 (02) 9903 9189 We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes the User's Guide for your EPSON product, type of computer, operating system, application programs, and any other information you feel is required. For Singapore Users Contact the telephone and fax numbers below: Phone: Fax: (065) 337-7911 (065) 334-1185 For Hong Kong Users To obtain technical support as well as other after-sales services, users are welcome to contact EPSON Hong Kong Limited. Internet home page EPSON Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information: u u u Product information Answers to Frequently Asked Questions (FAQs) Latest versions of EPSON scanner drivers Users can access our World Wide Web home page at: <http://www.epson.com>.

com.hk. Contacting Customer Support B-5 Electronic bulletin board system An electronic bulletin board system (BBS) is also available to obtain scanner information and the latest versions of scanner drivers. You can log on to the following number for the BBS service: BBS: (852) 2827-4244 Technical Support Hotline You can also contact our technical staff at the following telephone and fax numbers: Phone: Fax: (852) 2585-4399 (852) 2827-4383 For Philippines Users To obtain technical support as well as other after sales services, users are welcome to contact the EPSON Philippines Representative Office at the telephone and fax numbers below: Phone: Fax: BBS: (632) 813-6552 (632) 813-6545 (632) 814-0595 B-6 Contacting Customer Support Index 256

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