Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for EPSON PERFECTION 1640SU. You'll find the answers to all your questions on the EPSON PERFECTION 1640SU in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

EPSON Perfection 1640SU
EPSON Perfection 1640SU PHOTO
EPSON Perfection 1640SU OFFICE

Scanner Basics

Printed on recycled paper

Manual abstract:

S.) failure to strictly comply with SEIKO EPSON CORPORATION's operating and maintenance instructions. SEIKO EPSON CORPORATION shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original EPSON Products or EPSON Approved Products by SEIKO EPSON CORPORATION. A Note Concerning Responsible Use of Copyrighted Materials Digital cameras and scanners, like photocopiers and conventional scanners, can be misused by improper copying of copyrighted material. While some countries' laws permit limited copying of copyrighted material in certain circumstances, those circumstances may not be as broad as some people assume. EPSON encourages each user to be responsible and respectful of the copyright laws when using digital cameras and scanners. Trademarks EPSON and EPSON Stylus are registered trademarks and EPSON Smart Panel is a trademark of SEIKO EPSON CORPORATION. @@@@@@. . If You're Running Windows 95 . . . If You're Running Windows NT 4.0 . . . If You're Using a Macintosh . . . @@Using the EPSON® ColorTrue® Imaging System, the scanner captures your images with amazing detail and accurate colors.

About Your Scanner Your EPSON Perfection 1640SU scanner includes the following features: s Superior image quality: s s s True optical resolution of 1600 dots per inch (dpi) Hardware resolution of 1600 × 3200 dpi with Micro Step DriveTM technology Maximum resolution of 12,800 × 12,800 dpi with interpolation s s Start button for easy, one-touch scanning 42-bit color and 14-bit grayscale image capture The EPSON Perfection 1640SU PHOTO includes a transparency unit for scanning negatives, slides, and positive film. The EPSON Perfection 1640SU OFFICE includes an auto document feeder to quickly scan multi-page documents. For a list of software included with your scanner, see the inside front cover. A Complete Scanning Solution 1 About Your Documentation This guide includes instructions for setting up your scanner, scanning tips, and troubleshooting advice. It also includes instructions for viewing your electronic manual. For details on using the scanner software, see your electronic Reference Guide. Cautions, Notes, and Tips Please follow these guidelines as you read your documentation: Cautions must be observed to avoid damage to your equipment. Notes contain important information about your scanner. Tips contain hints for great scanning. 2 A Complete Scanning Solution Setting Up Your Scanner Setting up your scanner is easy--just follow the simple steps in this chapter in the order listed below.

1. Unpack and choose a place for your scanner. 2. Unlock the scanner. 3. Connect the scanner to your computer. 4. Install the EPSON TWAIN driver. 5. Install the software and view your electronic manuals.

Unpack Your Scanner Remove the scanner from the box, then remove the packing material from your scanner. Save the packaging in case you need it later. Your EPSON Perfection 1640SU comes with this Scanner Basics book and the items shown below. scanner USB interface cable 2 or 3 CD-ROMs with driver, electronic manuals, scanner software, and bonus software The EPSON Perfection 1640SU and EPSON Perfection 1640SU PHOTO scanners include three CD-ROMs. The EPSON Perfection 1640SU OFFICE scanner includes two CD-ROMs.

Setting Up Your Scanner 3 The EPSON Perfection 1640SU PHOTO also includes the transparency unit and several film holders. See page 46 for installation instructions. film holders transparency unit The EPSON Perfection 1640SU OFFICE includes an auto document feeder, which comes with the scanner instead of the document cover. See page 53 for instructions on unpacking and installing your auto document feeder. auto document feeder paper support spare paper path guide document mat Choose a Good Place for Your Scanner Here are some points to consider: s Place the scanner on a flat, stable surface.

If the scanner is tilted, it can't operate properly. Make sure to place the scanner where you can easily unplug the power cord, and where the USB or SCSI cable can reach your computer. Keep the scanner away from direct sunlight and strong light sources. Avoid places subject to shocks and vibrations, or high or rapidly changing temperatures and humidity. s s s 4 Setting Up Your Scanner s Be sure there's enough room behind the scanner for the cables, and above the scanner so you can fully raise the document cover. If you're using the auto document feeder, make sure there's enough room in front of the scanner to pull out the lower paper support. 18.5 inches (47 cm) when document cover is open 3.8 inches (9.6 cm) when document cover is closed at least 3.

9 inches (10 cm) 17.4 inches (44.2 cm) 11.4 inches (28.9 cm) If you attach the transparency unit or auto document feeder to your scanner, the dimensions will differ from the ones listed above. Unlock the Scanner Before connecting the scanner to a power source, you must release the transportation lock, located on the side of the scanner. Turn the transportation lock down to the unlocked position using a coin or similar object, as shown. Setting Up Your Scanner 5 If you can't turn the transportation lock easily, plug the scanner in; then, after a minute, unplug the scanner and try again. Always lock the scanner carriage before transporting it; otherwise, the scanner may be damaged. Be sure the scanner lamp is in the home position (toward the back of the scanner).

To ensure this, always turn on, then turn off the scanner using the P Operate button before locking the carriage. home position Connect the Scanner to Your Computer You can connect your scanner with SCSI or USB. See the sections below. USB If you are connecting to a PC, Microsoft® Windows® 98 or Windows 2000 must be preinstalled on your system. 1.

Make sure the scanner is unplugged, and the computer and any USB devices connected to your computer are turned off. 2. Locate the USB cable that came with your scanner. 6 Setting Up Your Scanner 3. Plug the square connector on the USB cable into the USB connector on the back of the scanner.

Then plug the flat connector into the USB port on your computer or self-powered USB hub. Your system may not work correctly if you use a USB cable other than the one supplied by EPSON or if you connect your scanner through more than one hub. SCSI If your computer does not have a SCSI port, you need to add a SCSI adapter board to your computer. You also need a SCSI cable. See pages 75 and 76 for adapter and cable specifications. Set the SCSI ID Number The scanner is preset at the factory to SCSI ID 2. If you need to change this number, turn the scanner off. Then use the tip of a small flathead screwdriver to turn the rotary switch on the back panel. Be sure to choose a unique number that doesn't conflict with the ID number of other SCSI devices (including the SCSI interface board itself, which is usually ID 7).

Don't use SCSI ID 8 or 9 for your scanner; these are for factory use only.

Don't use SCSI ID 0 or 1; these are reserved for storage devices. For more information on setting your SCSI ID number, see your electronic Reference Guide, as described on page 22. Setting Up Your Scanner 7 Connect the Scanner to Your Computer Make sure the scanner, computer, and any SCSI devices connected to your computer are turned off. The scanner is off when the P Operate button is out (not pushed down below the surface of the panel). Attach your SCSI cable to the scanner. The scanner is self-terminated and must be the last device in the chain. Your scanner does not include a SCSI cable. The length of the SCSI cable must not exceed 9.8 feet (3 meters). If you are connecting multiple SCSI devices, the total length of the SCSI bus (cables) must not exceed 19. 7 feet (6 meters); otherwise the system may not work properly. Install the EPSON TWAIN Driver The scanner comes with two CD-ROMs: one for Adobe® PhotoDeluxe® and the other for your EPSON TWAIN driver, scanner software, bonus software, and electronic documentation. If you have the EPSON Perfection 1640SU or the EPSON Perfection 1640SU PHOTO, your scanner also includes a third CD-ROM with Adobe Photoshop® 5.0 LE. If You're Running Windows 98 or Windows 2000 .

. . You may be asked to insert your Windows operating system CD-ROM during the scanner installation. Have your Windows CD-ROM handy, in case you need it. The illustrations in this section show Windows 98 screens.

The screens in Windows 2000 look different, but the steps are almost identical; any differences are noted in the instructions below. 8 Setting Up Your Scanner 1. Make sure your scanner is turned on and connected to the computer; then turn on your computer. A screen appears saying that your system has detected new hardware. Then the New Hardware Wizard screenhe two tones match as closely as possible. For best print results from an EPSON ink jet printer, select a setting of 1.8. 13. Click OK to register the calibration setting. You don't need to change the screen calibration again so long as you continue to use the same monitor.

If you need to recalibrate your screen at a later time, see your electronic Reference Guide for instructions. 14. The Setup completion dialog box appears. Click OK. Now you can install your scanner software and bonus software as described on page 19. If You're Running Windows NT 4.0 . . . Yo as long as you continue to use the same monitor.

If you need to recalibrate your screen at a later time, select Screen Calibration in the EPSON Scanner folder. 10. Restart your Macintosh. 11. After your computer restarts, install your scanner software and bonus software as described below.

Install the Scanner and Bonus Software Before you begin, be sure any virus protection programs are turned off. Be sure to install EPSON Smart Panel,TM ScanSoftTM TextBridge® Pro, and Adobe PhotoDeluxe to take advantage of your scanner's] Start button. Adobe PhotoDeluxe is included on a separate CD-ROM. Follow these steps to install PhotoDeluxe: In Windows, insert the PhotoDeluxe CD-ROM in your drive, double-click My Computer, then double-click the CD-ROM icon. Open the English\Install folder and double-click Setup.

exe. Follow the instructions on the screen and then restart your computer. On a Macintosh, insert the CD-ROM in your drive and double-click the CD-ROM icon, if necessary. Double-click the English icon, then double-click the Adobe PhotoDeluxe Installer icon. Follow the steps on the screen and then restart your computer. Follow these steps: 1. Insert the scanner software CD-ROM in your CD-ROM or DVD drive. My Computer, then double-click the 2. Windows: Double-click CD-ROM EPSON.exe.

icon. The CD-ROM window opens. Double-click Macintosh: Double-click the EPSON CD-ROM icon to open it, if necessary, EPSON icon. then double-click the 3. The EPSON screen appears. If the software License Agreement screen appears, read the license agreement and click Agree to continue with the installation. Setting Up Your Scanner 19 The Main Menu appears on your screen. 4. Click Scanner Software. The Scanner Software screen appears. 5. Click EPSON Smart Panel. 6. Click the Install button and follow the instructions on the screen to install EPSON Smart Panel. 20 Setting Up Your Scanner 7.

When the installation is complete, you return to the EPSON Smart Panel install screen. Click Back. 8. From the Scanner Software screen, click ScanSoft TextBridge Pro. 9.

Click the Install button and follow the instructions on the screen to install TextBridge Pro. 10. In Windows, when the installation is complete, you return to the TextBridge Pro install screen. Click Back. Click Back again to return to the Main Menu. For Macintosh, click Restart to restart your computer. When your computer restarts, double-click the EPSON CD-ROM icon to open it, if necessary, then double-click the EPSON icon. 11. Click Bonus Software. 12.

Click the application name or button for the program you want to install. Setting Up Your Scanner 21 13. The install screen appears for the application you selected (the example shown is for ArcSoftTM PhotoMontageTM). Click the Install button to install the selected software. (You can skip the installation by clicking the Back button at the bottom of the window.) 14. If the application requires a restart, go back to step 11 after restarting to install another application. If the application does not require a restart, you return to the application's install screen. Select another application to install or click Back to return to the Main Menu. If any of the software you installed requires a restart and you did not restart when you installed the software, you should restart your computer now.

Viewing Your Electronic Manuals You always have easy access to your electronic manuals--just go to the Main Menu screen on your scanner software CD-ROM and click Electronic Documentation. Viewing Your HTML Reference Guide Your scanner software CD-ROM includes an electronic Reference Guide for your scanner. The manual is in HTML format, so you need a browser--such as Microsoft® Internet Explorer 3.0 or later or Netscape Navigator® 3.0 or later--to view it.

If you are using a different browser, the pages may not display correctly. 22 Setting Up Your Scanner A browser is not included on the scanner software CD-ROM. You can view your electronic Reference Guide from the CD-ROM or copy it to your hard drive and view it from there. Follow these steps: 1. Insert your scanner software CD-ROM.

My Computer, double-click your 2. Windows: Double-click EPSON icon. drive icon, then double-click the CD-ROM Macintosh: Double-click the EPSON CD-ROM icon, then double-click the EPSON icon. The Main Menu appears: 3. Click Electronic Documentation. The following screen appears: 4. Click View Reference Guide. Setting Up Your Scanner 23 5. You can either view the manual from the CD-ROM (View Reference Guide) or copy the manual to your hard drive (Install Reference Guide) and view it from there.

For details on viewing the manual, see section below.

If you copied the manual to your hard drive, you can access it at any time, as follows: Windows: Select Start, Programs, EPSON, and click Reference Guide. Macintosh: Open the EPSON PERFECTION 1640SU folder and double-click View Reference Guide. When you first open the Reference Guide, you see this screen: Click here to expand the table of contents Click a topic on the left to expand the table of contents. After expanding the table of contents, you can click on the topic you want to view. Closed lists, click to expand Click to go to topic If you see an icon in place of a graphic when viewing your Reference Guide in Netscape Navigator, click the Reload button to load the graphic. 24 Setting Up Your Scanner Viewing Your EPSON Smart Panel PDF Manual You always have easy access to your EPSON Smart Panel electronic manual--it is automatically copied to your hard drive when you install the software. In Windows, you can access the manual by clicking Start, Programs, EPSON Smart Panel for Scanner, then EPSON Smart Panel for Scanner User's Manual. On a Macintosh, open the EPSON Smart Panel for Scanner folder and double-click SMART PANEL for Scanner Manual. If you already have Adobe® Acrobat® Reader (version 3.0 or later) on your system, the manual opens in Acrobat Reader automatically.

If you don't have Acrobat Reader, you can install it from the CD-ROM. For guidelines on viewing your electronic manuals using Acrobat Reader, see "Navigating a Manual" below. Your Bonus software may also include electronic manuals in PDF format. After installing the software, check its program folder to see if an electronic manual is available. Navigating a Manual When you open an electronic manual, you'll see this toolbar: previous page next page first page last page show bookmarks and page With Acrobat Reader, you have several ways to navigate through text: s Click on hot topics, which are usually underlined or displayed in a different color.

To find out if a topic is hot, move your cursor over it. If the cursor turns into a pointing hand, the topic is hot--you can jump to it by clicking once. Use the bookmark section on the left side of the screen to move quickly to the topic of your choice. Click the Show Bookmarks icon on the toolbar to see the bookmark section, if the manual has bookmarks. Some manuals only have a table of contents, but you can also use this to navigate the manual if the topics are hot. Setting Up Your Scanner s 25 s Use the arrow buttons in the toolbar or the vertical scroll bar on the right side of the document to move through a manual. (The box to the left of the scroll bar displays the current page number.) For more information, see your Acrobat Reader online guide. 26 Setting Up Your Scanner Basic Scanning You can use the EPSON Smart Panel for all types of scanning with a convenient on-screen control panel. Your EPSON Perfection 1640SU also lets you scan directly to a Smart Panel application simply by pressing the] Start button. If you're experienced with scanning, you can use the EPSON TWAIN interface to scan with applications like Adobe PhotoDeluxe or any other TWAIN-compliant program. See "Advanced Scanning with EPSON TWAIN" on page 37 for instructions. Placing Your Original Document 1. Raise the document cover and place your document face down on the document table glass. 2.

Position the document so the horizontal and vertical edges are carefully aligned with the guides on the top and right side of the document table. 3. Close the document cover slowly. Be careful not to move the document. unscanned area An area of 0.12 inches (3 mm) in from the horizontal and vertical guides is not scanned. The self-adjusting cover allows you to place thick documents on the document table glass without removing it. For instructions, see page 36. If you are using the auto document feeder, see "Using the Auto Document Feeder" on page 55 to load your document. If you are using the transparency unit, see "Loading Transparencies" on page 47 for instructions on how to load negatives and transparencies.

Basic Scanning 27 Using EPSON Smart Panel Follow these steps to use EPSON Smart Panel to scan your document or photo: For instructions on installing EPSON Smart Panel, see page 19. 1. Place your original document(s) face down on the document table, as described on the previous page. 2. Do one of the following to open the Smart Panel: s s s Press the] Start button on your scanner.

Click the Smart Panel icon on the Windows taskbar. Open the Apple menu and select EPSON SMART PANEL. The Start button is set to open the Smart Panel by default. This setting may be changed, however, and can be configured for one-touch scanning. See the section below for details.

If you have a modem and e-mail service, you can use your scanner to send photos or documents. Optical character recognition (OCR) converts a scanned text image into text that you can edit in a word processing format. The control panel on your computer screen allows you to make copies of printed pages and photos. Gives you an easy way to reprint your photos in any size you want. Automatically scans your image and then opens it in PhotoDeluxe, which guides you through steps to create a print project--such as a calendar, card, label, or web page. Automatically scans your image and then opens it in any supported application program on your computer. 28 Basic Scanning 3. Click the icon for your desired scanning option. The window for that option appears and lets you adjust settings for your scan. Follow the on-screen steps for each option.

If you select Copy or Photo Print, make sure your printer is turned on and the correct paper type and size is loaded in your printer. You can use Photo Print only with an EPSON Stylus Color or EPSON Stylus Photo printer. For detailed instructions on using each of the Smart Panel options, read your electronic manual for EPSON Smart Panel, as described on page 22. Setting Up the Start Button in EPSON Smart Panel You can configure your] Start button to automatically scan to any of the options in the EPSON Smart Panel. You need to do the following to configure and use your Start button: s s s Set up the Start button to launch a Smart Panel option Set up copying, printing, e-mailing, scanning, or OCR Copy, print, e-mail, scan, or use OCR with the Start button Follow these steps: 1. Open EPSON Smart Panel: In Windows, click the Smart Panel icon on the Windows taskbar. On a Macintosh, click the Apple menu icon, then click EPSON SMART PANEL. Basic Scanning 29 2. From the] Start Button menu, select the option you want to scan to using the scanner's Start button. The Start icon appears over the selected option.

Start icon appears over selected option click to choose the scanning option for the Start button 3.

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http://yourpdfguides.com/dref/562823

Click the icon for the selected option. 4. Follow the on-screen steps, as if you were going to scan, and set up the default settings for your Start button scans. The next time you press the] Start button, the scanner automatically scans, using the option you selected.

See page 31 for a detailed example of scanning to e-mail, page 32 for a detailed example of scanning to OCR, or page 34 for a detailed example of scanning and printing photos. When copying or printing, make sure your printer is turned on and has the correct paper size and type loaded. You can use Photo Print only with an EPSON Stylus Color or EPSON Stylus Photo printer. 30 Basic Scanning Scanning Projects The following sections include step-by-step scanning projects for three of the Smart Panel scanning options: Scan to E-mail, Scan to OCR, and Photo Print. The steps for the other Smart Panel options are similar.

For detailed instructions, see your electronic manual for EPSON Smart Panel. Scanning to E-mail You can scan photos or documents and then attach the resulting files to an e-mail message. Follow these steps to scan to e-mail: 1. Open the EPSON Smart Panel: In Windows, click the Smart Panel icon on the Windows taskbar. On a Macintosh, click the Apple menu icon, then click EPSON SMART PANEL. 2. Click the Scan to E-mail icon. 3. Select the document settings for your scans: s s s Select the document type for your source image. Select a destination setting.

Check the Scan Multiple Images or Enable Auto Document Feeder boxes if you will be using either of these options. 4. Click Scan. The scanner scans your image(s). 5. Click Specify Name and Format. You see the following: 6. Choose a format for your file(s). If you save your file in the JPEG format, you can select a compression option from the Options list. If you select RTF, your scan is saved as an image in the RTF file; it is not converted to editable text. 7. Click Apply and then click Finish. A screen appears showing any available e-mail programs on your system. Basic Scanning 31 Your e-mail program must be MAPI-compliant. See your e-mail documentation for details.

AOL® is not a MAPI-compliant e-mail application. 8. Select your e-mail program and click Send E-mail. Enter the e-mail address, type in a message and subject, then send your e-mail. If you're scanning multiple pages without using the ADF, you'll see a message after each page has scanned. Replace the document on the table and click Yes to continue scanning. When you're done scanning pages and see the message again, click No. Scanning to OCR You can use EPSON Smart Panel to scan and create editable text files with an OCR (optical character recognition) engine. If you are using the auto document feeder, you can scan multiple pages and turn them into multiple single-page documents or a single multi-page document. Follow these steps to scan to OCR: 1. Open the EPSON Smart Panel: In Windows, click the Smart Panel icon on the Windows taskbar. On a Macintosh, click the Apple menu icon, then click EPSON SMART PANEL. 2. Click the Scan to OCR icon. 32 Basic Scanning You see the OCR scan settings screen: select the source paper size select a Scan Mode click to scan pages using the auto document feeder click to scan multiple pages from the document table 3.

Select the settings for your scan: s s s Select the paper size for your document: you can choose from Letter or A4. Select a Scan Mode: Color, Grayscale, or Black&White (recommended). Check the Scan Multiple Images or Enable Auto Document Feeder boxes if you will be using either of these options. 4. Click Scan. The scanner scans your document and you see the Recognize screen: s s Select a language for the documents that you'll be scanning. Select the OCR engine that you want to use to recognize and convert the text. If you select Presto! OCR, you can click the Options button and set up additional options. TextBridge Pro does not work with EPSON Smart Panel on Macintosh systems. Use TextBridge Pro by itself, or use the Smart Panel with Presto! OCR. 5. Click Recognize. The OCR engine recognizes the text. Then you see a screen that lets you choose how you want to save or open the text. Basic Scanning 33 6.

To save your documents without opening them, click Save. Enter a name and folder in the File Name and Path box, or leave the default name. For multiple documents, each file is assigned the file name you select with a new number. Select one of the available formats for saving your file: TXT, RTF, HTML, or PDF. To open your files for editing, click Open.

Select an application from the list. Click Property to change any settings for the way your documents will open. Click OK when you are done making changes to the Property settings, or click Cancel if you don't want to save your changes. Click Open. When you scan to OCR using the Start button, the pages are automatically opened as individual files in the last application that was selected in Smart Panel's OCR option. If you're scanning multiple pages without using the auto document feeder, you'll see a message after each page has scanned. Replace the document on the table and click Yes to continue scanning. When you're done scanning pages and see the message again, click No. Scanning and Printing Photos You can scan photos and then print them on your EPSON Stylus® Color or EPSON Stylus Photo printer. You can even print directly from transparencies or negatives if you are using the transparency unit.

You can use Photo Print only with an EPSON Stylus Color or EPSON Stylus Photo printer. Make sure you have paper loaded in your EPSON printer and the printer is turned on, then follow these steps: 1. Open the EPSON Smart Panel: In Windows, click the Smart Panel icon on the Windows taskbar. On a Macintosh, click the Apple menu icon, then click EPSON SMART PANEL. 34 Basic Scanning 2. Click the Photo Print icon. You see the Photo Print panel: change to a different printer select print size select paper size and type select media type of source image scan and print 3. Make sure the EPSON printer you want to print to is selected. If the incorrect printer is selected, click the printer icon and select your printer from the list. 4.

Select the format of the original from the media types; you can choose from Photo, Negative Film, and Positive Film (for slides and transparencies). 5. Select one of the following paper types and sizes under Print Paper: Photo Paper 4 × 6 - Card, Photo Quality Ink Jet Card - Card, Photo Paper - Letter, Photo Quality Glossy Film - Letter, Premium Glossy Photo Paper - Letter. 6. From the Print Sizes list, select a size for the image to print.

You can select 3 × 5, 4 × 6, 3.5 × 5, L - size (3.5 × 5.1 inches), 10 × 15 cm, or Panorama (3.5 × 10.

2 inches). (The sizes you can select vary depending on your paper type and size.) 7. Select how many copies you want to print (1 to 999).

8. Click the x print button to scan and print your photo or negative. If you're scanning multiple pages without using the ADF, you'll see a message after each page has scanned. Replace the document on the table and click Yes to continue scanning. When you're done scanning pages and you see the message again, click No. Basic Scanning 35 Scanning Something That Doesn't Fit Under the Document Cover The self-adjusting document cover allows you to place thick documents on the document table glass without removing the cover.

If your document is too thick to fit under the cover--such as a photo in an album--you can remove the document cover. To do this, simply open the document cover and lift the back of the document cover straight up. When scanning with the cover removed, make sure no area of the document table is exposed. This prevents interference from external light. When reattaching the document cover, hold the cover so the hinges are aligned with the notches on the scanner. Then lower the cover so the hinges fit into the notches and close the document cover. 36 Basic Scanning Advanced Scanning with EPSON TWAIN Your scanner's EPSON TWAIN driver includes detailed settings that you can make to refine your scans. This chapter describes how to use advanced scan settings. Scanning with EPSON TWAIN Scans are always performed from within a host application--the application into which you plan to import the scanned image or document, such as Adobe PhotoDeluxe, or nearly any other graphics program. You have to start this application before you can access EPSON TWAIN, your scanner software.

Once you've started your application, you need to select the scanner "source" you want to scan with. Your EPSON Perfection 1640SU scanner comes with the EPSON TWAIN 5 driver. You need to select this driver as the source in your application. This section contains step-by-step instructions for doing exactly this. Since Adobe PhotoDeluxe comes with your scanner, this section uses it as an example, but you can perform the same steps with most graphics programs, such as Adobe Photoshop or CorelDRAW.

The electronic Reference Guide on your CD-ROM has detailed instructions on how to use the EPSON TWAIN driver (see page 22). For instructions on using a creative software application, see its electronic manual or online help. Advanced Scanning with EPSON TWAIN 37 Selecting TWAIN from Your Application Once the document is placed on the scanner and the scanner is turned on, you can start EPSON TWAIN to capture the image into your graphics application. Follow these steps to start EPSON TWAIN from your application software (the steps may vary, depending on your application): 1. Start your application. 2. Select the scanner source. Open the File menu and choose Select Source, Import, or Acquire, and then select either Select TWAIN_32 Source (Windows) or TWAIN Select (Macintosh). click to select the scanner source 3. Select EPSON TWAIN 5 and click OK or Select. You can also access EPSON TWAIN from EPSON Smart Panel; click the TWAIN button on the Scan Settings screen for each option. 38 Advanced Scanning with EPSON TWAIN Using EPSON TWAIN Once EPSON TWAIN 5 is selected, you can start scanning from your application. Follow these steps: 1. Start EPSON TWAIN for scanning. Open the File menu and choose Import or Acquire and if necessary, select either TWAIN_32 (Windows) or TWAIN Acquire (Macintosh).

click to open EPSON TWAIN If your computer fails to recognize the scanner, you won't see the EPSON TWAIN driver when you try to select a scanner source from your host application. In addition, an error message may appear. If this happens, turn off your computer and scanner, and then turn the scanner back on. Then restart the computer. 2. The first time you start EPSON TWAIN, you see the Automatic Scanning window. If you want, you can let the TWAIN driver automatically scan your document. It detects what type of document you're scanning and automatically chooses the optimum settings for your scan. To scan in manual mode and adjust your scan settings, click Cancel. Advanced Scanning with EPSON TWAIN 39 You see the following window: 3. Click Manual Mode to open the EPSON TWAIN 5 window: 4. Select the type of image (such as Color Photo or Line Art) and final output destination (such as Screen/Web or Laser Printer) from the Image Type and Destination menus. 40 Advanced Scanning with EPSON TWAIN 5. Click the Preview icon to preview your scan. You see a preview of your scan in the preview area on the right side of your screen. 6. Click the Scan button to scan your image. The operate light on the top of the scanner blinks for several seconds while it's scanning. In a few moments, the scanned image is imported into your application. 7. Click Close to close the EPSON TWAIN window. See "Selecting TWAIN Settings" on page 42 for a summary of EPSON TWAIN settings, or your electronic Reference Guide for a complete description. If the operate light continues to blink, it may indicate an error condition. See "Scanner Light and Buttons" on page 61 for more information. Don't leave documents, especially photographs, on the document table or in the transparency unit for long periods of time. They may stick to the glass or deteriorate from the warmth of the scanner. Advanced Scanning with EPSON TWAIN 41 Selecting TWAIN Settings The illustration below shows the different settings you can adjust in the EPSON TWAIN window, and the preferred order you should adjust them in. Detailed descriptions are given in your electronic Reference Guide. Manually adjust settings in the EPSON TWAIN window in the following order: 1 Select the basic settings: Document Source Image Type Destination 3 Automatically set the scan area for your image using Auto Locate 4 Size or scale the image (be sure to increase the Resolution if you increase the size or scale) 2 Preview your image 5 Customize your Settings, Configuration, and use color management 6 Scan the image into your application 7 Close the EPSON TWAIN window 42 Advanced Scanning with EPSON TWAIN Tips for Getting the Best Scan Getting the best scan possible depends on several factors, including the quality of your original and the resolution you select. The better your original is, the better your scan will be.

While you can make some corrections in your scanning software, you'll need to do major photo retouching in a program such as Adobe PhotoDeluxe or Adobe Photoshop to correct or mask problems such as a coffee stain on the original image. Recommended Settings If you are manually adjusting the settings in the TWAIN window, you should consider using the following settings for optimal scans (a more detailed listing is available in your electronic Reference Guide): Scanning resolution for printing 1, 2 300 dpi 300 dpi to 3200 dpi 300 dpi 400 dpi 400 dpi 400 dpi 300 to 3200 dpi 300 to 3200 dpi 300 to 3200 dpi 300 to 3200 dpi Image type Photograph Small photograph to be enlarged Magazine Newspaper (text only) Text for OCR Text with images Line art 35 mm film (negative) 35 mm slide or 4 x 5 transparency 1 Recommended Image Type Color Photo Color Photo Color Photo Text (Background Removal) Text (Background Removal) Color Document Line Art TPU for neg.

Film TPU for pos.Film 4 x 5 or Brownie film (negative) TPU for neg.Film 2 If your final file is for on-screen viewing (for example, on a web page or in an e-mail message), select 72 dpi for your resolution. @@@@@@@@@For on-screen viewing, you can scan at 72 dpi. @@@@The same original scanned at 72 dpi creates only a 1.3MB file. @@@@@Each time you modify an image, you lose some quality. @@@@@@@@@sales only).

In Canada, please call (800) 873-7766 for dealer referral. @@@@@1. Make sure the scanner is turned off. 2. @@3.

Make sure the document table glass is clean and dust free. 4. @@@@Turn on the transparency unit. 7. Turn on the scanner.
@@@@@@@@@@@@@@@@@@Place the film holder on the document table. @@@@@Place the film holder on the document table. 48
Transparency Unit Loading 4 x 5 inch Film Insert film in the 4 × 5 inch film holder, base side facing down. Place the film holder on the document table. Transparency Unit 49 Loading Slides and Film Directly on the Document Table Hold the film by the edges or use gloves. Touching the film surface with bare hands can leave fingerprints or other marks on the film. You can scan slides and film strips in the 4 × 5-inch (101.6 × 127 mm) scanning area of the transparency unit. You can use film holders (as described in the previous sections) or place them directly on the document table. Follow the steps below.

1. Open the top of the transparency unit while holding the base down. If the film size is 4 × 5 inches, it may be easier to use the film holder. If you place the film directly on the document table, it may be difficult to pick up. 50 Transparency Unit 2. Load the slide or film with the base side down on the scanner's document table in the transparency unit window, as shown below. 3. Close the transparency unit. Leave the narrow calibration window uncovered, otherwise the colors in your scans will be affected. Make sure the unit is completely closed, otherwise an option error results and you will not be able to scan the document or get correctly colored images.

calibration window Selecting Settings In EPSON TWAIN, select TPU - Neg. Film or TPU - Pos. Film as the Document Source setting, depending on the type of film (35 mm film strips or slides) you are scanning. When previewing images of negatives scanned using a film holder, the color may appear odd as the frame of the film holder is perceived as white, causing your scans to appear darker. To see the correct color, click and drag the mouse over the Zoom Preview button.

For details on scanner software image area, then click the settings, see your electronic Reference Guide, as described on page 22. Transparency Unit 51 Scanning Reflective (Non-Transparent) Documents or Photographs When you return to scanning normal reflective documents (such as memos or photographs), you can turn off the transparency unit, then place documents between it and the document table. Remember to change the Document Source setting to Flatbed in EPSON TWAIN. Be aware that the entire document table will be scanned so you will scan not only your document, but also the underside of the transparency unit. To prevent scanning the underside of the transparency unit, you can place a white piece of paper between your document and the transparency unit.

When scanning thin documents, you may see an impression of the underside of the transparency unit in your scans. If so, remove the transparency unit and reinstall the document cover as described below. If you don't plan to scan transparencies for a while, you can remove the transparency unit and reinstall the document cover as described in the next section. Removing the Transparency Unit Follow these steps to remove the transparency unit: 1. Turn off the transparency unit and the scanner. 2. Remove any film holders or film from the document table. 3. Unplug the transparency unit connector from the scanner's option interface. 4.

Store the transparency unit and film holders in their original packaging. 5. Reattach the document cover as described on page 36. 52 Transparency Unit Auto Document Feeder This section includes basic information on unpacking, installing, and using the auto document feeder (B813222). @@sales only). In Canada, please call (800) 873-7766 for dealer referral. @@@@@@Remove the protective materials from the ADF. @@@@Make sure your scanner is turned off. 2. @@3.

Make sure the document table is clean and dust free. 4. @@@@Attach the paper support to the ADF. 7. Turn on the scanner.
@@@@Opening the auto document feeder or its cover while it is operating results in an error, and paper feeding stops. Check the following before feeding a document into the feeder: s s s Ink on the document is dry. The document has no holes and is not ripped or wrinkled. The document has no staples, paper clips, or other objects attached that might damage the feeder mechanism. The document has no folds closer than 0.
2 inch (5 mm) from its edge. The document is not a multipart form or bound. The document has no rear carbon coating. The document has no cut-out areas. s s s s Auto Document Feeder 55 Make sure no documents or dust are on the document table glass when using the auto document feeder. Dust on the document table glass near the carriage home position may result in vertical lines on the scanned images. Follow the steps below to load paper into the auto document feeder: 1. Pull out the lower paper support. 2. Slide the right edge guide all the way to the right.

3. Insert the paper stack into the ADF until it meets resistance. Make sure that the side you want to scan is facing up, with the top edge facing into the feeder; the first page you want to scan should be on top. 4. Move the right edge guide so it is flush with the right edge of your paper. Documents are output into the lower tray after scanning is finished. Selecting Settings Be sure to select Auto Document Feeder (ADF) in the Document Source setting in EPSON TWAIN. For more information on selecting driver settings, see your electronic Reference Guide, as described on page 22. 56 Auto Document Feeder Loading Documents Manually You can load documents manually even when the ADF is installed. Lift the ADF and place the document on the document table. Place the document mat over the document, as shown. Then lower the ADF and scan the document. Make sure the ADF and its cover are closed before scanning. If you are scanning thick material or documents more than 1.6 inches (4 cm) thick, leave the ADF in the upright position.
Cover any exposed areas of the document table glass. Be sure to select Flatbed in the Document Source settings in EPSON TWAIN. Opening the auto document feeder or its cover while it is operating results in an option error and stops paper feeding. When scanning thin documents, you may see an impression of the underside of the auto document feeder in your scans. If so, remove the auto document feeder and reinstall the document cover as described on page 36.

Auto Document Feeder 57 58 Auto Document Feeder Scanner Maintenance This chapter tells you how to transport your scanner safely and gives you basic maintenance instructions. Transporting the Scanner When you transport the scanner a long distance or store it for an extended time, secure the carriage by following the steps below. 1. Turn on the scanner and wait until the carriage moves to the home position (toward the back of the scanner). Then turn off and unplug the scanner. home position If the carriage does not automatically return to the home position, slowly raise the front of the scanner and hold it up until the carriage comes to rest in the home position. Then turn the transportation lock to the locked position. 2. Use a coin or screwdriver to turn the transportation lock to the locked position (toward the top of the scanner). locked unlocked Scanner Maintenance 59 Cleaning the Scanner To keep your scanner operating at its best, you should clean it periodically.

Before cleaning, unplug the power cord. Use a soft cloth to clean the outer case with mild detergent dissolved in water. If the document table glass gets dirty, clean it with a soft, dry cloth that is free of lint. Paper towels are not recommended for cleaning the glass. 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 there's no dust on your document table. Dust can cause white spots to appear in your scanned image. Never use a harsh or abrasive brush or cleaning product to clean the document table. 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 them. Never open the scanner case.

Don't spray lubricants inside the scanner. If you think repairs or adjustments are necessary, consult your dealer or contact EPSON. If you are using the auto document feeder with your scanner, you should clean the paper path guide periodically. See your electronic Reference Guide for instructions, as described on page 22. 60 Scanner Maintenance Problem Solving This chapter gives you the basics for diagnosing and solving scanner problems.

For illustrations identifying the scanner parts, see the inside back cover. For more troubleshooting tips, see the "Troubleshooting" section of your electronic Reference Guide, as described on page 22. Scanner Light and Buttons If an error occurs, the scanner stops and its indicator light shows the type of error. Scanner indicator light Light Flashing On Flashing Color Green Green Red Status The scanner is initializing or busy scanning. The scanner is ready to scan images. The scanner may not be not properly connected to the computer. Check the cable connection. Then turn the scanner off and back on to reset it. Make sure the scanner is unlocked. Turn off the scanner, unlock the transportation lock, then turn the scanner on.

Off -- The scanner is turned off. Scanner buttons Button Function Turns the scanner on and off. Lets you scan directly to an application with one touch. See "Setting Up the Start Button in EPSON Smart Panel" on page 29, and your electronic Reference Guide for more information. P Operate] Start 61 Problems and Solutions Here are some troubleshooting tips if you have any problems setting up or using your scanner. Setup Problems Your system doesn't recognize the scanner. s s If the SCSI board is found, but not the scanner, check the SCSI ID. Make sure the SCSI ID is not conflicting with another SCSI device. Check the SCSI cable connection or try using another SCSI cable. Make sure the SCSI board you are using is ASPI-compliant.

Make sure your scanner is turned on. If you opened your host application before you turned on your scanner, close your application and reopen it. Check the cable connection or try using another cable. If you get the message, "No push button scanner found," turn off your scanner, shut down your computer, turn on your scanner, and then turn on your computer. s s s s You are unable to install EPSON TWAIN in Windows.

s In Windows 2000, don't select Block under Control Panel, System, Hardware, Driver Signing; select Ignore or Warn instead. Your system doesn't recognize the SCSI board. s s (Windows) Check the Plug and Play option for your computer; it should be turned on. Make sure the SCSI board is installed correctly. If it isn't seated firmly in the PCI slot, the computer may not recognize it.

s If you see an error message or the software doesn't install correctly on Windows 2000 or Windows NT, you may not have software installation privileges. See your system administrator. Reinstall EPSON TWAIN from the Reinstall TWAIN Driver screen on your CD-ROM. See page 66. s 62 Problem Solving Scanner Problems The scanner indicator light doesn't come on. Check the scanner power cord. Make sure the power cord is securely plugged into the power outlet, and that the scanner is turned on. Also, check that the power outlet is working and provides sufficient power for the scanner. The scanner doesn't scan your image. s You see the message "Scanner Not Ready" (Windows) or "Cannot find the scanner on the bus" (Macintosh).

s Make sure the scanner is turned on. You may need to restart your computer after turning on your scanner. Make sure your scanner cable is securely connected. Then open and close Scanner Monitor to manually check for the scanner (see "Enabling Scanner Monitoring" in your electronic Reference Guide). If you still see the message, turn off your scanner, then turn it on again, and restart your system. To turn off scanner monitoring, see "Enabling Scanner Monitoring" in your Reference Guide. s Make sure you selected EPSON TWAIN 5 as your scanner source setting. If you are using a USB hub, try connecting the scanner directly to the computer's USB port. Use only the USB cable that came with your scanner. If you are connected via SCSI, make sure there are no SCSI ID conflicts.

s s s You're having trouble scanning while using the optional equipment. s The scanner lid seems "loose." This is normal. Your scanner has a self-adjusting cover that allows you to place thick documents on the document table glass without removing the cover. s Make sure the option is correctly installed and connected to the scanner's option interface.

If you're using the transparency unit, make sure it is turned on. Problem Solving 63 s Make sure you select the correct Document Source setting for the option and your image: Auto Document Feeder (ADF), TPU for neg.

Film, or TPU for pos.Film. 4.

If paper is still jammed inside the mechanism, open the cover to remove it. ADF cover You need to remove jammed paper from the auto document feeder. Follow the steps below: 1. Turn off the scanner. 2. Push down the release lever to slightly raise the feeder mechanism and release the paper. release lever 5. After removing jammed paper, make sure that the cover is closed, and push the feeder mechanism down until it clicks into place. Software Problems You can't open the EPSON TWAIN driver. s 3.

Slowly pull the jammed paper out of the feeder mechanism. (Be careful not to pull too hard; the paper may tear, making it more difficult to remove.) s Check the cable connection. Also, make sure the scanner's operate light is on. The scanner should be turned on before you start your computer. If necessary, turn on the scanner and restart your computer. If you are connected via SCSI, make sure there are no SCSI ID conflicts. Check that your system recognizes your scanner and SCSI board. In Windows 98, s 64 Problem Solving Windows 95, or Windows 2000, check your System Device Manager in the Control Panel. For Windows NT 4.

0, check SCSI Adapters in the Windows Control Panel. s your software and computer manuals.) If you are scanning a large image or scanning at a high resolution, your computer may not have enough memory to process the image. s If you aren't using EPSON Smart Panel, check your scanner source setting in your application. Make sure you selected EPSON TWAIN 5.

TextBridge Pro does not work. TextBridge Pro does not work with EPSON Smart Panel on Macintosh systems. To use TextBridge Pro, scan your document with EPSON TWAIN, following the instructions starting on page 38. The scanner software doesn't work properly. s s Check your scanner software installation.

Make sure that your software is correctly installed and set up. If all else fails, uninstall your software, then reinstall it, as described on the next page. If you are connected via SCSI, make sure there are no SCSI ID conflicts. You need to uninstall your TWAIN driver in Windows 98 or Windows 2000. 1. Double-click the Scanners and Cameras icon in the Windows Control Panel. 2. On the Devices tab, select EPSON Perfection 1640. Make sure your computer meets the system requirements listed on page 75, and supports the software applications you're using. Check your computer's memory to see if there is enough memory for your software.

If you're running other software at the same time, using RAM resident programs, or have many device drivers, the computer may not have enough memory. (See s 3. Click the Remove button. Then click OK to close the window. 4. Restart your computer. Problem Solving 65 You need to uninstall your TWAIN driver in Windows 95 or Windows NT. 1. On the Start menu, click Programs, EPSON Scanner, EPSON TWAIN 5 Uninstall. In Windows 95, you see the Update Device Driver Wizard screen when your computer restarts.

Follow steps 1 through 7, starting on page 12, to install your scanner software. You need to reinstall your TWAIN driver on a Macintosh. 1. Insert your scanner CD-ROM in your CD-ROM drive. 2.

Double-click the icon. EPSON 2. When you're finished, restart your computer. You need to reinstall your TWAIN driver in Windows. For best results, first uninstall the TWAIN driver as described above.

3. On the Main Menu, select Reinstall Scanner Software. 1. Insert your scanner CD-ROM in your CD-ROM drive. 2. Click Start and Run. At the prompt, type your CD-ROM drive letter and EPSON (for example: D:\EPSON). 3. On the Main Menu, select Reinstall Scanner Software. 4.

On the Reinstall window, click the Reinstall button. 5. Read the next message, then click Yes. 6. On the TWAIN Installer screen, make sure Easy Install is selected for the default installation, then click Install. 7. After the installation is complete, click Restart. If necessary, calibrate your screen. Then your Macintosh automatically restarts. 4.

On the next screen, click the Reinstall button. 5. At the restart message, click OK. 6. In Windows 98 or Windows 2000, you see the New Hardware Wizard screen when your computer restarts.

Follow steps 1 through 10, starting on page 8, to install your scanner software. 66 Problem Solving Scanning Problems Your scanned image is faint or has gaps. The file size is too big. Adjust your scan settings. Try selecting a lower resolution (dpi), or scan only part of the image.

s Check the brightness setting. Decrease the software or driver's brightness setting. Try adjusting the Gamma setting. Check the condition of your original. If the document is damaged, dirty, or wrinkled, these imperfections will show up in your scan. Check that the document is placed flush against the document table. s s s Problem Solving 67 Your scanned image is blurred or distorted. s The edges of the document are not scanned. s Check the position and condition of your document. Make sure the document is placed flat against the scanner's document table glass.

If only part of the image is blurred, part of your document may be wrinkled or warped. Make sure the document table glass is clean. Make sure the scanner is not tilted or placed on an unstable or uneven surface. Check the position of your source document. Adjust your document's position so that the image is within the glass area. The document table has non-readable areas around the edges (see page 27). 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. s s s 68 Problem Solving Your image scans at an angle. Check the position of your source document. It may be placed at an angle on the document table. Align it so the horizontal and vertical edges are carefully aligned with the scales on the top and side of the document table. Your image is too dark or has odd colors. s Make sure your software settings are correct for your document type. Try adjusting the brightness with your application software. Also check the brightness and contrast values of your display screen.

If you're using the transparency unit, make sure the rectangular window near the hinges on the base is uncovered, or make sure the top of the transparency unit is closed when scanning. Remember that the dark area around film, such as the frame of the film holder, is perceived as white--altering the exposure of the scanning area and causing your scans to appear darker. Set s s Problem Solving 69 the correct color by adjusting the marquee or frame border and then adjusting the exposure. See your electronic Reference Guide for details. The image on screen does not look the same as the original or when printed. s 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.) Colors are patchy or distorted at the edges of the image. s Because your monitor and printer use different technologies to represent colors, your printed colors cannot exactly match the colors you see on your monitor screen. Check your software settings and make sure they are correct for your image type. Try different combinations of image settings using your scanner software. Try increasing your monitor's color palette to 16 or 24 bit. 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, monitor, and computer manuals for information on color matching and calibration.

) If you are importing an image file into your application software, make sure the file s Make sure your document is flat. 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 your document is too large, part of the document extends beyond the document table, and that edge may not be in contact with the document table. Change the position of the document. s s s A line of dots is always missing in the scanned image. s s If this happens in your printed image only, your printer may be low on ink or toner. Replace your ink or toner cartridge. If this does not solve the problem, your printer may be malfunctioning. (See your printer manual.

) 70 Problem Solving For an EPSON ink jet printer, try cleaning the print heads as described in your documentation. s Textured patterns of dots appear on areas of an image. You are using halftoning, which causes normal moiré patterns. Your scanner automatically minimizes the problem if you turn on De-screening in the Image Type dialog box. Your printed image is larger or smaller than the original size.

You have changed the resolution or scaled your image. The image size settings in your software determine the size of the printed image. Do not use the size of the image on your monitor to judge the printed size. You cannot print your image or the printout is garbled. s If this happens on both your screen and printout, the scanner's sensor may be malfunctioning.

Consult your dealer. A line of dots always appears in the scanned image. s If this happens on both your screen and printout, the document table glass may be dusty or scratched. Clean the document table glass. If you are using the auto document feeder, the paper path guide of the auto document feeder may be dusty. Clean the paper path guide. If the problem still exists, the guide may be scratched and must be replaced. s Lines appear in the scanned image when using the transparency unit. Dust in the transparency unit's calibration window will result in a vertical line in the scanned image. Clean the scanner document glass, especially in the calibration window area on your scanner.

Your image file may be too large. Make sure that your computer has enough memory for your software. If there are many device drivers on your system, you are running multiple programs at the same time, using RAM-resident programs, or you have little free space on your hard drive, your computer may not have enough memory available. (See your software and computer documentation.) Problem Solving 71 s Check that the printer is properly connected to the computer and is correctly set up. (See your printer manual.) Check that your software is properly installed and set up for your printer. (See your software manual.) Straight lines in the image are jagged. The document may have been 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. s 72 Problem Solving Where To Get Help EPSON Technical Support EPSON provides technical assistance through electronic support services and automated telephone services 24 hours a day. The following table lists the contact information: Service World Wide Web Access From the Internet, you can reach EPSON Support at http://support.epson.com.

At this site, you can download drivers and other files, look at documentation such as product brochures and user manuals, and access troubleshooting information. If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto ftp.epson.com with the user name anonymous and your e-mail address as the password. To receive technical advice through e-mail, go to http://support.

epson.com and complete the form under the troubleshooting tab, as requested. A variety of automated help services are available 24 hours a day, seven days a week. To use these services, you must have a touch tone telephone and call (800) 922-8911. EPSON Internet FTP Site EPSON E-mail Technical Support Automated Telephone Services To speak to a technical support representative, dial (562) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 AM to 6 PM, Pacific Time, Monday through Friday. Toll or long distance charges may apply. Before you call, please have the following information ready: s s s s s product name (EPSON Perfection 1640SU) product serial number (located on the back of the scanner) proof of purchase (such as a store receipt) and date of purchase computer configuration description of the problem Problem Solving 73 You can purchase genuine EPSON supplies and accessories from EPSON at (800) 873-7766 or visit the EPSON Store at www.epson.

com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral. Bonus Software Technical Support Software EPSON TWAIN driver EPSON Software Film Factory ScanSoft TextBridge Pro EPSON Smart Panel Adobe PhotoDeluxe Adobe Photoshop LE Telephone U.S. (562) 276- 4382 Canada (905) 709-3839 Fax (800) 922-8911 fax-on-demand system Online and E-mail support.epson.com (510) 445-8616 (206) 675-6126 6:00 AM to 5:00 PM, PST, Monday through Friday (pay support) (510) 440-9901 8:30 AM to 5:30 PM, PST, Monday through Friday (510) 445-8601 (206) 675-6137 fax-on-demand system (510) 440-1270 tech@newsoftinc.com www.

adobe.com/support techdocs@adobe.com ArcSoft PhotoPrinter 2000 Pro ArcSoft Panorama Maker 2000 ArcSoft PhotoMontage 2000 Monaco Systems MonacoEZcolor www.arcsoft.com support@arcsoft.*

*com (978) 749-9944 9:00 AM to 5:00 PM, EST, Monday through Friday -- www.ezcolor.com/faq.html support@monacosys.com * The MonacoEZcolor software offer is available at a discounted price for EPSON Perfection 1640SU owners, for a limited time.*

Call (978) 749-9944 to order from Monaco Systems. The color management package includes software, a target print, and a corresponding target file. You can install the software and target file from your scanner CD-ROM. However, you won't be able to use the software until you obtain the target print, available by mail when you purchase the color management package for $149 (U.