**Epson Scan 2**Troubleshooting

## Will not start:

* Make sure that the connecting cable is securely plugged into both the scanner and the computer.
* Ensure that the scanner is plugged in to a power source.

## Image Problems: *Uneven colors, dirt, spots, etc. appear when scanning*

* Ask a staff member to clean the scanner glass.
* Check to ensure there is not dirt, dust, etc. stuck to the photo/document you are attempting to scan.
* Avoid pressing with excessive force on the document and document cover.

### *Image Quality*

* Ensure that the scanner is set to the document type and mode best matching your photo/document.
* If the photo lacks detail or clarity, try increasing the resolution setting within the computer application and then rescan the image.
* Use the advanced settings tab to adjust other settings and then rescan the image.

### *Moiré Patterns (Web-Like Shadows)*

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* Select *Descreening* in the advanced settings tab.
* Adjust the resolution, and then rescan.

**Scanning Incorrect Area**

* Check that photo/document is placed against the alignment marks that are on the scanner.
* If the scanned image is missing a corner, move the original away from the scanner glass’s edge and rescan.
* Make sure that a gap of at least 20 mm (0.79 in) when placing multiple photos/documents on the scanner.

**No Preview in Thumbnail**

* Make sure that a gap of at least 20 mm (0.79 in) when placing multiple photos/documents on the scanner
* Ensure that the scanned item is not askew on the glass when scanning.