

# Supplemental Information

This sheet contains supplemental information about troubleshooting the parallel port and USB installation problems. It is divided into the following sections:

- ❑ Troubleshooting the parallel port(Windows 98/95)
- ❑ USB (Windows 98) installation problems

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## ***Troubleshooting the Parallel Port (Windows 98/95)***

### ***Printing or scanning speed is slow***

Make sure the ECP mode is turned on in your computer's BIOS. For details, see your computer's documentation.

If the ECP mode is enabled in BIOS and printing and scanning are still slow, the ECP hardware (a component inside your computer which processes the ECP protocol) is malfunctioning. When the Stylus Scan's ECP port driver senses a problem in the ECP hardware, the driver switches to software processing of the ECP protocol to protect your data. Software processing is secure, but much slower than hardware processing.

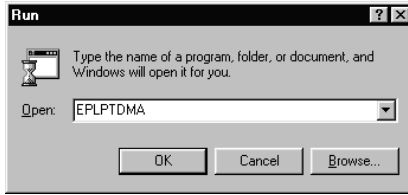
### ***A communication error occurs during printing or scanning***

Make sure the ECP mode is turned on in your computer's BIOS. For details, see your computer's documentation.

If the errors continue to occur, follow the steps below:

1. Click Start, then Run.

2. Type EPLPTDMA in the Open box, then click OK.



3. The following dialog box appears. Clear the check box that appears beside the name of the port to which you have connected the Stylus Scan, then click OK.



**Note:**

*Unavailable ports appear dimmed.*

4. Restart Windows.

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## **USB (Windows 98) Installation Problems**

If the Stylus Scan Driver was not properly installed, uninstall the Stylus Scan Driver in the manner described in the Setup Guide, then reinstall it.

If, after doing the above, the Stylus Scan does not work correctly, check the following:

## ***USB Printer Device Driver or Stylus Scan Driver (Printer) Problems***

### ***Make sure your computer had Windows 98 pre-installed***

Your computer must have Windows 98 pre-installed. The printer driver may not function properly on a computer that has been upgraded from Windows 95 to 98.

For details about your computer, contact your dealer.

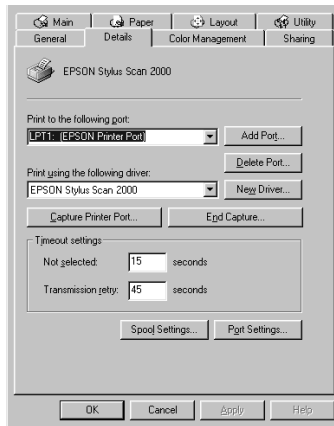
### ***Check that the USB driver was installed correctly***

Use the following procedure to confirm that the USB driver was installed correctly.

1. Click the Start button, point to Settings and click the Printers folder. Make sure that the icon for the printer appears in the Printers folder.
2. Click the printer icon, and select Properties from the File menu.



3. Click the Details tab and make sure that EPUSBx: (EPSON Stylus Scan 2000) is displayed in the Print to the following port list box



4. If the correct port is not displayed, remove the USB cable, then connect the Stylus Scan to the first tier of the hub, or connect the Stylus Scan to the computer's USB port directly.

### ***Make sure that EPSON USB Printer Devices appears in the Device Manager menu***

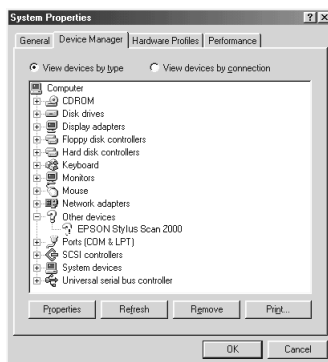
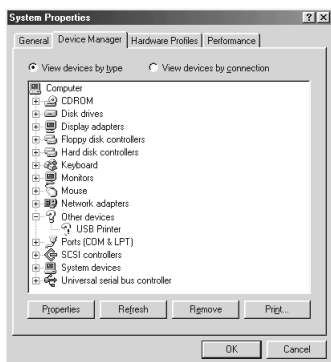
If you canceled the plug-and-play driver installation before the procedure completed, either the USB printer device driver or the printer driver may be incorrectly installed.

Follow the steps below to check the installation and reinstall the drivers.

1. Turn the Stylus Scan on. Plug the USB cable into the Stylus Scan and the computer.
2. Right-click the My Computer icon on your desktop, then click Properties.
3. Click the Device Manager tab.

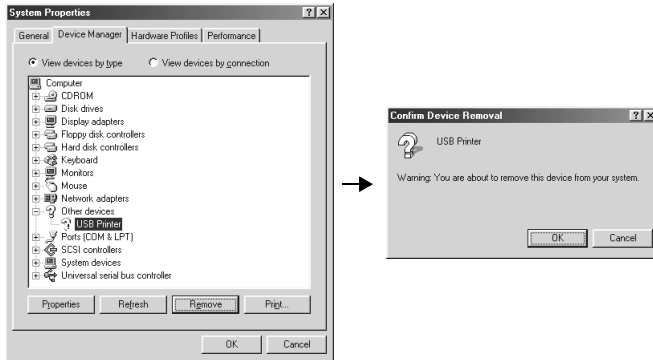
If your drivers are correctly installed, EPSON USB Printer Devices should appear in the Device Manager menu.

If EPSON USB Printer Devices does not appear in the Device Manager menu, click the plus (+) sign beside Other Devices to view the installed devices. If USB Printer appears under Other Devices, the USB printer device driver is not installed correctly. If EPSON Stylus Scan 2000 appears under Other Devices, the printer driver is not installed correctly.



If neither USB Printer nor EPSON Stylus Scan 2000 appears under Other Devices, click Refresh or unplug the USB cable from the Stylus Scan, then plug it into the Stylus Scan again.

4. Under Other Devices, click USB Printer or EPSON Stylus Scan 2000, then click Remove and OK.



5. Click OK to close the System Properties window.
6. Unplug the USB cable from the Stylus Scan, then plug it into the Stylus Scan again.
7. The following dialog box appears. Install the driver again, following the instructions in the Setup Guide.



## ***Stylus Scan driver (scanner) problems***

Check if your Stylus Scan name appears under Imaging Device hardware type without a ? or ! mark in the Device Manager menu. To view this menu, right-click the My Computer icon on the Desktop. If your scanner appears with a ? or ! mark, or appears as an Unknown Devices hardware type, make sure your Stylus Scan is turned on and connected, then click REMOVE to remove it from the Device Manager menu.

### ***Note:***

*If the EPSON Stylus Scan Disk is requested when reinstalling the driver, make sure the EPSON Stylus Scan 2000 Software for Windows CD is still in the CD-ROM drive and check that the correct drive letter, the EPSON folder, the folder of your preferred language, and the Win98 folder are specified.*

## ***Make sure that EPSON Stylus Scan 2000 appears in the Device Manager menu***

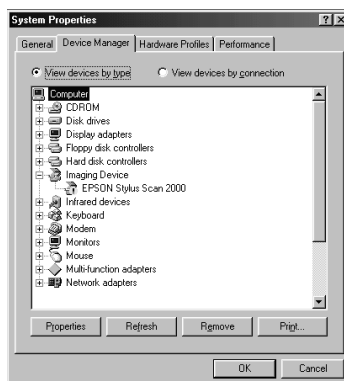
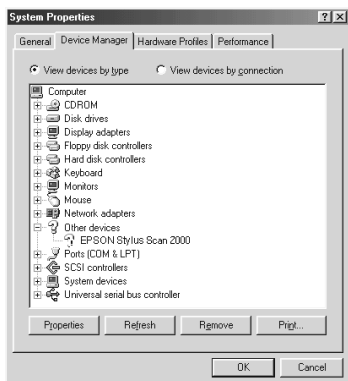
If you canceled the plug-and-play driver installation before the procedure was completed, EPSON Stylus Scan SF TWAIN may be incorrectly installed.

Follow the steps below to check the installation.

1. Turn the Stylus Scan on. Plug the USB cable into the Stylus Scan and the computer.
2. Right-click the My computer icon on your desktop, then click Properties.
3. Click the Device Manager tab.

If your EPSON Stylus Scan SF TWAIN is correctly installed, EPSON Stylus Scan 2000 should appear under Imaging Device when you click the plus (+) sign next to Imaging Device.

If EPSON Stylus Scan 2000 appears under Other Devices with a ? mark or under Imaging Device with ! mark, the EPSON Stylus Scan SF TWAIN file is not installed correctly. Follow the instructions to reinstall the driver.



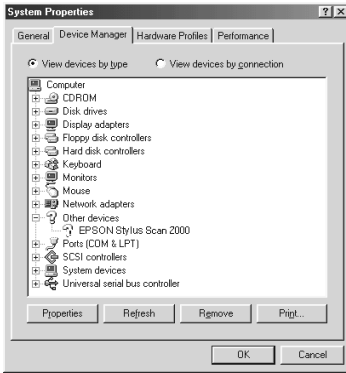
### ***If EPSON Stylus Scan 2000 appears under Other Devices***

#### ***Note:***

*Make sure the Stylus Scan is on and connect to your computer. If the Stylus Scan is off or not connected to your computer, you cannot reinstall the driver properly.*



1. If ? EPSON Stylus Scan 2000 appears under Other Devices, click ? EPSON Stylus Scan 2000. Then click Remove and OK.



2. Click Close to close the System Properties window.
3. Make sure the Stylus Scan is on and restart your computer.
4. The following dialog box appears. To install the driver again, follow the instructions in the Setup Guide.

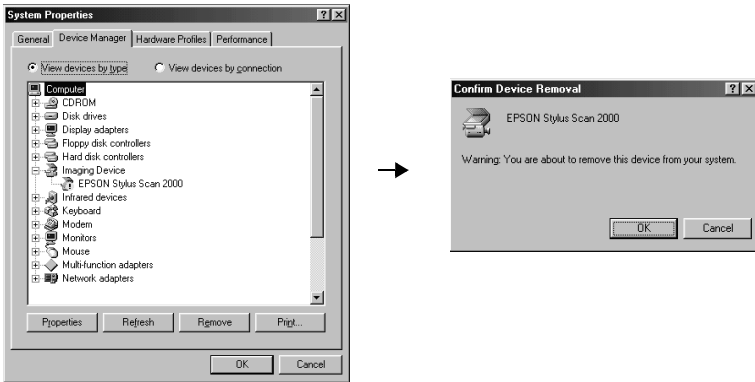


## If EPSON Stylus Scan 2000 appears under Imaging Device

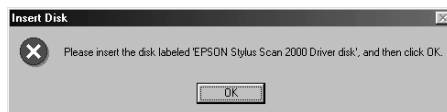
### Note:

Make sure the Stylus Scan is on and connected to your computer. If the Stylus Scan is off or not connected to your computer, you cannot reinstall the driver properly.

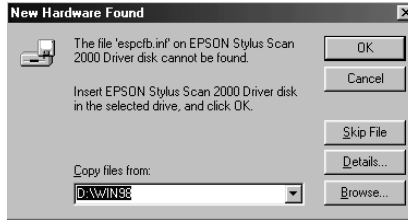
1. If ! EPSON Stylus Scan 2000 appears under Imaging Device, click ! EPSON Stylus Scan 2000. Then click Remove and OK.



2. Click Close to close the System Properties Window.
3. Make sure the Stylus Scan is on and restart your computer.
4. When the following dialog appears, insert the EPSON Stylus Scan 2000 Software for Windows CD-ROM in the CD-ROM drive, then click OK.



If the following dialog appears, click ▼, select your CD-ROM drive, then click OK.



5. The Screen Calibration window appears. Follow the instructions described in the Setup Guide.

