Epson Scanner Troubleshooting

CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

Here are a few first tips if the Epson Scanner at your station isn't working. The status light by the power button at the front of your scanner can often give you the clues you need to quickly fix the printer.

• **Flashing Green Light** - The scanner is warming up or currently scanning.

• **Green Light** - The Scanner is ready to scan.

• **Flashing Red Light** - See possibilities below.

- Make sure transportation locks are unlocked. There is one on the back of the scanner and at the bottom of the face of the transparency lid (if the scanner has a transparency lid.)
- Try restarting your computer and turning the scanner off and then on again.
- If the red light is still flashing after these steps, File a ticket at http://deskpro.cad.rit.edu

• **Status Light is off** - make sure that the scanner is connected to your computer and is turned on.

Other Issues:

1) The scanner makes a grinding noise when it is turned on.

Check that both transportation locks are unlocked. (Sometimes locking and then unlocking the switches resets this issue).

2) Scanner is not showing up in scanning software (Image Capture, Silverfast, etc)

Check that the scanner is on and plugged in to the computer. If the scanner is plugged into a USB hub and not responding, check power on the hub or try connecting the scanner directly to the computer.

If none of these solutions help, please file a ticket at **http://deskpro.cad.rit.edu** and make sure you indicate what computer you are working on.