EPSON PRODUCT SUPPORT BULLETIN

Date:	04/01/2003	**Originator:**	TC
PSB #:	PSB.2003.04.003	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	2
Product(s):	All EPSON Scanners		
Subject:	Windows™ and Macintosh® Operating System requirements for USB 1.1/2.0 and IEEE-1394/FireWire® Interface connectivity		

This bulletin was created to inform customers of EPSON America's support policy regarding Windows™ and Macintosh® operating system requirements for USB 1.1/2.0 and IEEE-1394/FireWire® interface connectivity.

Reason:

Currently, there are many add-in USB 2.0 and IEEE-1394 connection host adapter products on the market that include drivers for Windows and Macintosh OS that did not originally support specific interfaces. Epson has released several scanner products with built-in USB 2.0 and/or IEEE-1394 (FireWire) ports. This document provides a guideline on EPSON America's support policy on the various operating systems and the interface connections they support. EPSON technical support representatives will only be able to support customers who have Epson products that are configured in accordance with the operating system requirements outlined here and in the product's documentation. Epson customers experiencing problems on an Epson product connected to an add-in USB 2.0 or IEEE-1394 interface that does not meet the minimum system requirements will be asked to contact the interface product vendor or computer manufacturer for technical support.

This document is not model specific. It does not include other important system requirements required to determine product compatibility on a user's computer. To determine product support compatibility, please refer to the specific scanner's minimum system requirements found on the outside of the product box, or visit Epson's web site at www.epson.com.

The guidelines below were compiled from Microsoft's and Apple's Support websites and their published system requirements for supported interface connectivity. For more information on Windows and Macintosh Interface support please refer to Microsoft's online Knowledge base at www.microsoft.com or Apple's web site at www.apple.com. For information on add-in 3rd party interface products please refer to the vendor's documentation or product support web site.

Windows

USB 1.1: Full version Microsoft Windows 98/98 Second Edition, Windows Me, Windows 2000 or Windows XP or Upgrade from a full version of Windows 98/98SE, Me, 2000

IEEE-1394 (FireWire): Full versions of Windows Me/2000/XP, or upgrade from a full version of Windows 98/98SE. Host computer must have an OHCI compliant IEEE-1394-1995 card or port installed.

USB 2.0 Hi-Speed: Full versions of Windows XP or upgrade from a full version of Windows 98/98SE, Me, 2000. Host computer must have an EHCI compliant USB 2.0 Hi-Speed card or port installed.

Windows 2000 did not support the USB 2.0 hardware specification at the time it was first released. Refer to Microsoft Knowledge Base Article - 319973 Universal Serial Bus 2.0 Support in Windows 2000 for more information.

Important Notes:
1.) Operating system must not be an upgrade from Windows 95.
2.) **For Windows 2000 or XP you must be logged in as an administrator or as a user with administrator rights before you can install and use EPSON software.**
3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability

Macintosh OS

USB 1.1: Apple Macintosh computer (G3, G4, or iMac) with built-in USB port, running Mac® OS 8.5.1 to 9.2.2 with all USB extensions enabled. For OS X, you must have 10.1.3 or later.

FireWire (IEEE 1394): Power PC-equipped Macintosh or newer with Mac OS 8.6 to 9.2.2 with Apple's FireWire 2.1 (or later) software installed. For OS X, you must have 10.1.3 or later.

USB 2.0 Hi-Speed: Not supported

Important Notes:
1.) You cannot use a serial interface to connect the scanner.
2.) Interface adapter cables (i.e. SCSI to USB, or USB to Serial, etc) are not supported.
3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability.
4.) FireWire port must be compliant with this specification: IEEE 1394-2000 compatible.

EPSON PRODUCT SUPPORT BULLETIN

Date:	3/4/2002	**Originator:**	JD
PSB #:	PSB.2002.03.001	**Authorization:**	*kps*
Reference:	TE01-320 Rev. A	**Total Pages:**	2
Product(s):	Perfection 610, 636, 640, 1200, 1240, 1250, 1640, 1650, 2450 & Expression 636, 800, 836XL, 1600, 1640XL, 1680 Series Scanners; StylusScan 2000, 2500		
Subject:	Compatibility Chart for Macintosh OS X Classic		

This bulletin provides information on compatibility for EPSON scanners and Stylus Scan series products running in Macintosh OS X Classic. Mac OS X provides Classic environment for Mac OS 9.x compatible applications and device drivers. For purposes of this document, your Macintosh computer requires OS 9.2.1 and 10.1 system software. To set up Classic, follow the steps below:

1. First install or upgrade your Macintosh system to OS 9.2.1. Then, install OS 10.1 (for details refer to Apple's OS X documentation).
2. To start Classic, click the **Classic** icon in System Preferences. To find *System Preferences* go to the **Apple Menu** or click on the icon in the **Dock** bar on the desktop. Classic can also be set up to start automatically during the log in process. (Refer to your Apple documentation for installation and operation of Macintosh OS X Classic and 9.2.1).
3. To run a Classic application, just double–click on it.

The following Epson models are supported in Classic.

Model	Driver Version	Connector Type
Perfection 610	TWAIN L 1.00E	USB
Perfection 636U	TWAIN 3.20A	USB
Perfection 640U	TWAIN L 2.01A	USB
Perfection 1200U	TWAIN 4.01A	USB
Perfection 1240U	TWAIN 5.02A	USB
Perfection 1250	TWAIN 5.53A	USB
Perfection 1640SU	TWAIN 5.02A	USB
Perfection 1650	TWAIN 5.53A	USB
Perfection 2450	TWAIN 5.53A	USB
Expression 1600	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Expression 1640XL	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Expression 1680	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Stylus Scan 2000	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Stylus Scan 2500	TWAIN (v.1.10A); Printer (v.6.25E) **	USB

* Expression Series Scanner Notes:
1. Start your computer in 9.2.1 before you install PageManager. If the Start button does not work, restart the computer.
2. In order to use the Twain Pro network driver, you must have the scanner attached to a PC running Scan Server. On a PC, the scanner can use a USB, SCSI or FireWire (Windows 2000, Me, XP only) connection.

** Stylus Scan Notes:
You must install Smart Panel from its own folder. Start your computer in 9.2.1. From the Software CD open the Smart Panel folder. Click on the Epson Smart Panel Installer icon to install. Before you can launch Smart Panel you must install the Stylus Scan Updater. The file can be downloaded from the Epson web site.

Important Note: MAC OS X Classic supports USB-native and network-capable devices. Classic does not support MAC Serial, SCSI or FireWire connected devices. Therefore, the Expression 636, 800 and 836XL that all require a SCSI connection, are not supported in Classic.

Twain Driver Installation:

1. **Start your computer in 9.2.1.**
2. **Install the Twain driver.**
3. **Connect and power on the scanner.**
4. **Restart your computer in OS 10.1**
5. **Start Classic**
6. **Launch your scanning application**

EPSON PRODUCT SUPPORT BULLETIN

Date: 10/02/2001
PSB No.: PSB.2001.10.002
Reference: N/A
Originator: JD
Authorization: _JH_
Affected Product(s): Presto PageManager for Epson Scanners
Subject: Links to PageManager Patches

This bulletin provides information and links to patches for Newsoft's Presto PageManager software that is included with several of Epson scanner products. The links provide instant access to the patch files on Newsoft's web site.

You can also access the patches by visiting Newsoft's web site at **www.newsoftinc.com**. On the home page put (do not click) your pointer over the Support menu icon and click Patch from the drop-down menu. From the Patch Search dialog box, select product (*PageManager*) and OS, then click **Search**. When you see the patch site, read the description and instructions. Then click **Download Now** to copy the patch files to your computer.

The following scanners are bundled with Presto PageManager:

Perfection 636/636U	Perfection 610
Perfection 1200S/1200U	Expression 800
Expression 1600	Expression 1680
Expression 1640XL	GT-10000
GT-10000+	GT 30000.

Note: To verify the version of PageManager installed on your computer, launch the program and click *Help* from the menu bar. In the drop-down menu, click *About PageManager*.

Patch Links:

To access the links listed below from the Epson web site, set your browser to **http://support.epson.com/filelibrary.html.** From the Support page, select your product. Click on the selected link. A **Save As** dialog box appears. Select your directory and click **Save** to copy the file to your hard drive. If you want to see a list of all the fixes as well as download and installation instructions for each patch, then point your browser to **www.newsoftinc.com** and refer to the instructions given in the section above. To access the patch files use the links listed below. When you click on the link,

1. If you are running Windows Me and cannot automatically launch PageManager when pressing the scanner's Start button please use this link to download an updated version of PageManager.

    http://www.newsoftinc.com/patch/download/english/pm42004p4-e0418.exe

Note: The patch does not support PageManager 4.00.01; see item 2 below.

2. If you are running Windows Me and cannot automatically launch PageManager (v4.00.01) when pressing the scanner's Start button please use this link to download an updated version of PageManager.

    http://www.newsoftinc.com/patch/download/english/pm40001p1fc-e.exe

3. If you are running Windows Me and PageManager hangs when you are launching the program--you see a Watcom SQL 4.0 icon in the taskbar—please use this link to update PageManager's database.

    http://www.newsoftinc.com/patch/download/english/pm-db.exe

If you still have a problem when using PageManager then please contact Newsoft at 510 445-8616 or visit their web site.

EPSON PRODUCT SUPPORT BULLETIN

Date: 9/07/2001
PSB No.: 2001.08.002
Reference: TE01-045 Rev. B
Originator: TC & JD
Authorization: *⊿⊬*
Affected Product(s): EPSON Imaging Products (Scanners, Digital Cameras, and Stylus Scan Devices)
Subject: Compatibility Chart for Macintosh OS X Classic

This bulletin provides information on compatibility for EPSON Scanners, Digital Cameras, and Stylus Scan Series devices running in Macintosh OS X Classic mode. Mac OS X provides the Classic environment mode for Mac OS 9 compatible applications and device drivers. Classic mode will require Mac OS 9.1 system software. To setup Classic mode follow the steps below:

1. First install or upgrade your Macintosh system to OS 9.1 before installing OS X (for details refer to Apple's OS X documentation).
2. To start in Classic mode, click the ***Classic*** icon in System Preferences. To find *System Preferences* go to the ***Apple Menu*** or click on the icon in the ***Dock*** bar on the desktop. Classic mode can also be set up to start automatically during the log in process. (Refer to your Apple documentation for installation and operation of Macintosh OS X Classic and 9.1).
3. To run a Classic application, just double–click on it or a document created with the application.

A) The following Epson models are supported in OS X Classic mode via USB.

Model	Driver Version	Connector Type
Perfection 610	TWAIN L 1.00E	USB
Perfection 636U	TWAIN 3.20A	USB
Perfection 640U	TWAIN L 2.01A	USB
Perfection 1200U	TWAIN 4.01A	USB
Perfection 1240U	TWAIN 5.00A	USB
Perfection 1640SU	TWAIN 5.00A	USB
Expression 1600	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1640XL	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1680	TWAIN Pro/Pro Network 2.00A *	USB
Stylus Scan 2000	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Stylus Scan 2500	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Photo PC 800/850Z/3000Z	EPSON Photo!3 (v.1.40E) ***	USB
Photo PC 3100Z	USB Storage Device ****	USB

Note: MAC OS X Classic mode supports USB-native and network-capable devices. Classic mode does not support MAC Serial, SCSI or FireWire connected devices.

* Expression Series Scanner Notes:
1. When installing the TWAIN driver and you are prompted to restart your computer, click Quit instead.
2. Click Stop to close the Classic environment. Close the System Preferences folder. Then restart the computer.
3. If you install PageManager v 2.40.05 for the Expression series scanners and the Start button does not work, restart the computer.

1. You must install the Stylus Scan drivers in a true 9.1 environment. Do not install in OS X Classic, the installation will hang. From the Printing and Scanning Software CD, open the Epson Stylus Scan 2xxx folder and click on the icon to install the drivers. When prompted, restart the computer. Make sure the startup disk is set to OS X before restarting. Start Classic and install Smart Panel.
2. You must install Smart Panel from its own folder. From the Software CD open the Smart Panel folder. Click on the Epson Smart Panel Installer icon to install. Before you can launch Smart Panel you must install the Stylus Scan Updater. The file can be downloaded from the Epson web site.

*** Digital Camera Notes:

1. EPSON Photo! 3 must be installed in a true Mac OS 9.1 environment. It cannot be installed in Mac OS X Classic mode. After installation, restart the computer in OS X, start Classic, then launch Photo! 3.
2. Use the EPSON *Camera Monitor Setup* dialog box in *Apple Menu Items* to assign an application before using the programmable *Push (Shutter) Button Function.*
3. You can use the *Push Button Function* in Classic mode.

****Photo PC 3100Z Notes:

1. This camera is supported by Mac OS X native mode using the embedded Image Capture application.

B) The following models are not supported in OS X Classic when using the connector type(s) described in the chart below.

Model	Connector Type
Perfection 636	SCSI
Perfection 1200	SCSI
Expression 636	SCSI
Expression 800	SCSI
Expression 1600	SCSI/FireWire
Expression 1640XL	SCSI/FireWire
Expression 1680	SCSI/FireWire
Expression 836XL	SCSI
GT-10000 (PC platform only)	SCSI
GT-10000+ (PC platform only)	SCSI
GT-30000 (PC platform only)	SCSI/FireWire
Photo PC 500	Serial
Photo PC 600	Serial
Photo PC 650	Serial
Photo PC 700	Serial
Photo PC 750Z	Serial