

EPSON Color Copy Station 8200

EPSON Color Copy Station 8200

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, mechanical, photocopying, recording, or otherwise, without the prior written permission of SEIKO EPSON CORPORATION. No patent liability is assumed with respect to the use of the information contained herein. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Neither SEIKO EPSON CORPORATION nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with SEIKO EPSON CORPORATION's operating and maintenance instructions.

SEIKO EPSON CORPORATION shall not be liable against 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.

EPSON is a registered trademark of SEIKO EPSON CORPORATION.

Microsoft, Windows, WindowsNT, and Internet Explorer are registered trademarks of Microsoft Corporation in the U.S.A. and/or other countries.

[Internet Explorer] is a publication of Microsoft Corporation and all copyrights pertinent to this publication belong to Microsoft Corporation.

IBM PC and IBM are either trademarks or registered trademarks of International Business Machines Corporation.

i486SX and Pentium are registered trademarks of Intel Corporation.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. EPSON disclaims any and all rights in those marks.

Copyright © 1999 by SEIKO EPSON CORPORATION, Nagano, Japan

Introduction

Where to Find Information

This manual explains how to use a client PC to access the EPSON Color Copy Station 8200 (referred to as "Copy Station" throughout this manual) connected to the network to perform network scan and other operations. Because of this reason, description on the required software installation on the client PC is also included.

In addition to this, the following manuals are also available for Copy Station. Use them as required.

- ❑ **EPSON Color Copy Station 8200 Hardware Setup Guide**
Copy Station consists of Copy Server, a cabinet, a scanner (GT-10000), a large capacity paper unit, and a printer (EPL-C8200). Before using Copy Station, be sure to have the administrator follow the instructions in this manual, and then connect and set up the system correctly.
- ❑ **EPSON Color Copy Station 8200 Making Copies**
Briefly walks you through the steps in making copies on Copy Station. You can hang it on the hook of the printer or place it near Copy Station, as a handy reference.
- ❑ **EPSON Color Copy Station 8200 User's Guide (supplied on Copy Station's CD-ROM)**
Provides you with detailed information on how to make copies on Copy Station. You can adjust the images, etc. according to the document type and copy purpose, and also save frequently used copy settings for later use.
- ❑ **EPSON Color Copy Station 8200 Network Setup Guide**
When Copy Station is connected to the network, you can use a client PC to perform network scan and other operations. Before using the functions, be sure to have the administrator follow the instructions in this manual and perform the connection correctly.

Important Safety Instructions

Read all of these instructions and save them for later reference. Follow all warnings and instructions marked on the product.

- ❑ Do not place the product on an unstable surface or near a radiator or heat source.
- ❑ Place the product on a flat surface. The product will not operate properly if it is tilted or at an angle.
- ❑ Do not block or cover the openings in the product's cabinet. Do not insert objects through the slots.
- ❑ Use only the type of power source indicated on the product's label.
- ❑ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❑ Do not use a damaged or frayed power cord.
- ❑ If you use an extension cord with the product, make sure the total ampere rating of all devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ Unplug the product before cleaning, and clean it with a damp cloth only.
- ❑ Do not spill liquid on the product.
- ❑ Except as specifically explained in this guide, do not attempt to service the product yourself.
- ❑ Unplug the product and refer servicing to qualified service personnel under the following conditions:
If the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the cabinet damaged; or if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- ❑ If you plan to use the product in Germany, observe the following:
To provide adequate short-circuit protection and over-current protection for this product, the building installation must be protected by a 16 Amp circuit breaker.
Note for German-speaking users:
Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.
- ❑ Place the product near a wall outlet where you can easily unplug the power cord.
Note for French-speaking users:
Placez l'imprimante près d'une prise de contact où la fiche peut être débranchée facilement.

Conventions

The following symbol indicates important information. Be sure to read it.



Warning: *must be followed carefully to avoid bodily injury.*



Caution: *must be observed to avoid damage to your equipment.*

Note:

This indicates information on handling that you must follow. Be sure to read it.

The yellow area of an illustration indicates an operation is to be performed on this area. It does not mean the area of the device is actually yellow.

In this manual, operating systems are indicated as follows:

- Microsoft® Windows® 95 operating system - referred to as Windows95
- Microsoft® Windows® 98 operating system - referred to as Windows98
- Microsoft® Windows NT® Workstation operating system 3.51 - referred to as WindowsNT3.51
- Microsoft® Windows NT® Workstation operating system 4.0 - referred to as WindowsNT4.0

Also, Windows95, Windows98, WindowsNT3.51, and WindowsNT4.0 may sometimes be collectively referred to as Windows.

Cautions on Copying

With regard to the installation of this system, there is a need for the administrator to ensure that users of this system observe the following cautions.

Copying of the following items are prohibited by laws:

- Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities (not permitted even when "Sample" mark printed)
- Bank bills, coins, securities, etc. being circulated outside this country
- Unused postage stamps, official postcards, etc. without permission from government
- Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- Private marketable securities (stock certificate, notes, checks, etc.), monthly pass, concessional ticket, etc.
- Passport, driver's license, warrant of fitness, road pass, food stamps, tickets, etc.

On copyright:

Prior consent from the copyright owner is required before copying books, drawings, prints, illustrations, photos, etc., unless such copying is used for personal purpose or within the family where copying is done within the permitted range.

Contents

Chapter 1 Functions Available on the Network

Network scan	1-1
Checking the Copy Station status	1-1
About Simultaneous Multiple Operations	1-2
When can the ADF scanner option be used? ...	1-2

Chapter 2 Software Installation

Required Software for Installation	2-1
System Requirements for Client PCs	2-1
For performing a network scan	2-2
For checking the status	2-2
Installing EPSON TWAIN Pro Network	2-3

Chapter 3 Performing a Network Scan

Estimated Size of Image Data	3-1
Starting EPSON TWAIN Pro Network	3-2
Performing a Simple Network Scan	3-4

Chapter 4 Troubleshooting

If You Encounter a Problem	4-1
Error Messages	4-2
"EPSON TWAIN Pro Network Setup"	
dialog box error messages	4-2
EPSON TWAIN Pro Network startup	
error messages	4-3
EPSON TWAIN Pro Network operation	
error messages	4-4
Error messages when using WebXXX.html ...	4-4
Network Scan Problems	4-5
Software cannot be installed.	4-5
EPSON TWAIN Pro Network	
cannot be started	4-5
An error appears and network scan	
cannot proceed	4-6
At "Document Source", "ADF-XX"	
cannot be selected	4-6
Timeout setting problem	4-7
Trouble When Using WebXXX.html	4-8
Screen display is weird and it does not	
respond to any operation.	4-8
Loading WebXXX.html takes a long time ...	4-9
If the problem still persists	4-9
Re-installing EPSON TWAIN Pro Network	4-10
Deleting EPSON TWAIN Pro Network	4-10

Appendix A Checking the Copy Station Status

Checking the Copy Station Status	A-1
Starting WebStatus and checking the status ...	A-1
About the Color Copy Station Web Page	A-4
Loading the Color Copy Station Web Page ...	A-4

Appendix B Contacting Customer Support

Where to Get Help	B-1
For United Kingdom and the Republic of	
Ireland Users	B-1
For Australian Users	B-2
For Hong Kong Users	B-3
For Philippines Users	B-3
For India Users	B-4
For Malaysia Users	B-4
For Singapore Users	B-4

Appendix C Glossary

Glossary	C-1
----------------	-----

Index

IN-1

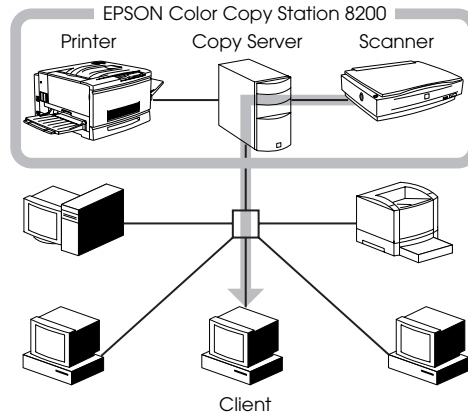
Functions Available on the Network

When EPSON Color Copy Station 8200 (referred to as "Copy Station" throughout this manual) is connected to the network, a client PC on the network can access the following functions:

A client PC is a PC which can access services provided by the server of the network the PC is on.

Network scan

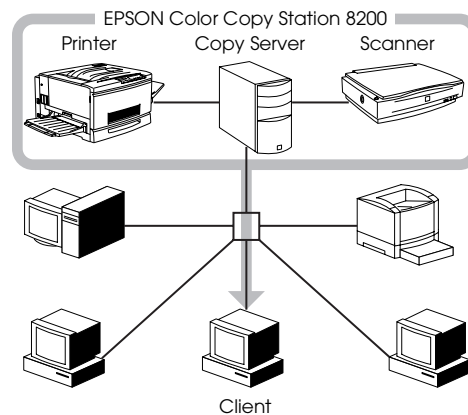
A client PC can use a scanner connected to Copy Server to scan images into the PC.



EPSON TWAIN Pro Network must be installed on the client PC before a network scan can be performed. For detailed information, see page 2-2 for system requirements for network scan, page 2-3 on EPSON TWAIN Pro Network installation method, and page 3-1 on the scanning procedure.

Checking the Copy Station status

From the client PC, you can check the status of Copy Station.



Internet Explorer 4.01 or later must be installed on the client PC before you can use the client PC to check the Copy Station status. See page 2-2 for information on system requirements for this function, and page A-1 for information on the procedure to check the status.

About Simultaneous Multiple Operations

The copy operation requires both the scanner and the printer to work. For this reason, during a copy operation, a network scan cannot be performed at the same time. The following table lists the possibilities for multiple operations to proceed at the same time.

	Copy	Network scan	Status checking
Copy	—	No	Yes
Network scan	No	—	Yes
Status checking	Yes	Yes	—

When can the ADF scanner option be used?

Depending on the function in use, in some cases the ADF scanner option cannot be used, as shown in the following table:

	Copy	Network scan	Status checking
ADF (simplex)	Yes	Yes	Can check whether it is available or not
ADF (duplex)	No	Yes	

Software Installation

This chapter covers the software installation information.

Required Software for Installation

Depending on the function you want to access, install the required software to the client PC. (For a list of the functions, see Chapter 1.)

Function	Required software	For installation method, see
Network scan	<p>EPSON TWAIN Pro Network and TWAIN compliant software (EPSON TWAIN Pro Network must be used together with TWAIN compliant software. EPSON TWAIN Pro Network cannot be used by itself alone.)</p> <p>* EPSON TWAIN Pro Network and TWAIN compliant software comes with the scanner.</p>	<p>Page 2-3 in this manual</p> <p>* For detailed information on how to install the TWAIN compliant software supplied with the scanner, refer to the documentation that comes with the scanner.</p>
Checking the Copy Station status	Internet Explorer 4.01/5.0	—

System Requirements for Client PCs

Note:

To use the network functions, you need to set up the following environments. (Consult your network administrator on how to make such changes.)

- The client PC must have an Ethernet card inserted and pertinent driver installed.
- The client PC is connected to the network using 10Base-T or 100Base-TX connection.
- The network is running TCP/IP as its communication protocol.

For performing a network scan

Supported PCs	IBM PC/AT compatibles	
CPU	486/33 MHz or above (Pentium machines are recommended.)	
OS	Windows95/98 or WindowsNT Workstation3.51 (with Service Pack 5 or above)/4.0 (Service Pack 3 or above). Windows3.1 cannot be used. (Even on Windows95, 16-bit TWAIN software cannot be used.)	
Display	Resolution	640 x 480 dots or higher (800 x 600 dots or higher is recommended.)
	Colors	256 colors or more (high color of 65000 colors or more is recommended*.) * If the color display is 256 colors, you can display in high color by lowering the resolution (for example 1024 x 768 → 800 x 600) of the display resolution.
Memory	Scanning a color document requires at least 32 MB or more of memory. Therefore, try to make available lots of memory.	
Hard drive	The required space varies depending on the image data. Page 3-1 of this manual has a general guideline on estimated size of image data.	

For checking the status

You need Internet Explorer 4.01 or higher in order to be able to check the Copy Station status. Also, the client PC must be a powerful machine.

Supported PC	IBM PC/AT compatibles	
CPU	Pentium 133 MHz or above (200 MHz or above is recommended.)	
OS	Windows95/98/NT4.0(Service Pack 3 or above). Windows3.1/NT3.51 cannot be used.	
Display	Resolution	1024 x 768 dots or more
	Colors	256 colors or more
Memory	32 MB or more (64 MB or above is recommended.)	
Hard drive	About 60 to 100 MB The required space varies depending on the Internet Explorer installation.	

Installing EPSON TWAIN Pro Network

Note on installation:

After installing EPSON TWAIN Pro Network, connect to the scanner, set up connection configuration, and perform testing. If an error occurs, it may be due to one of the following problems:

- The network administrator has not completed the network setup.
- Your PC is not complete in its network settings.
- Copy Station is turned off or an error occurs.
- Other users are using functions which access the scanner.

To avoid these problems, be sure to check the above conditions before starting the EPSON TWAIN Pro Network installation.

1. Insert the EPSON Scanner Software CD in the CD-ROM drive.

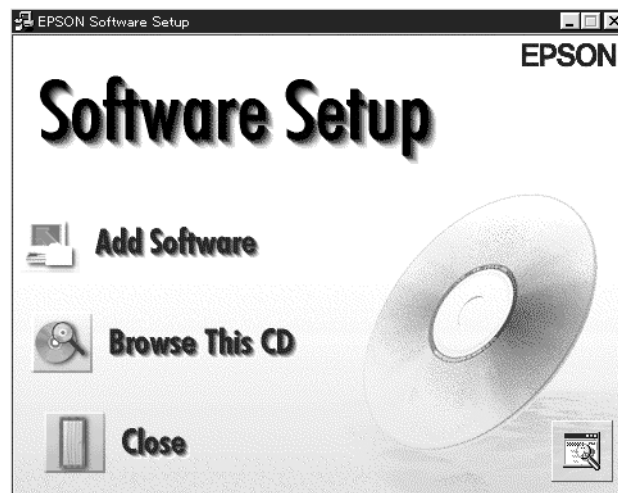
The installer automatically starts and the "Select language" dialog box appears. If the dialog box doesn't appear, start Windows Explorer and double-click "Cdsetup.exe" in the CD-ROM drive.

2. Select the language that you want to use in the "Select language" dialog box and click "OK".

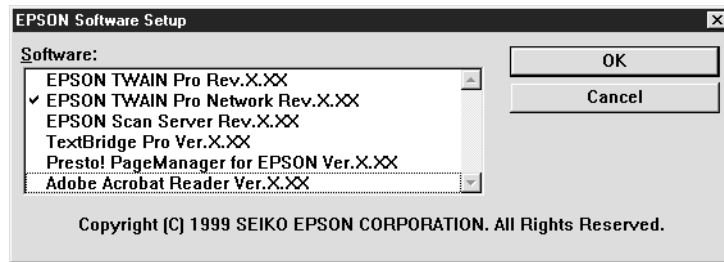


The "EPSON Software Setup" dialog box appears.

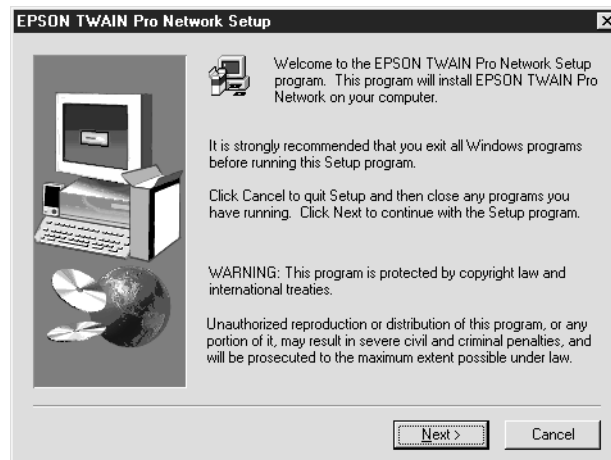
3. Click "Add Software" in the "EPSON Software Setup" dialog box.



4. Select "EPSON TWAIN Pro Network" by checking at the left of the name in the "EPSON Software Setup" dialog box.

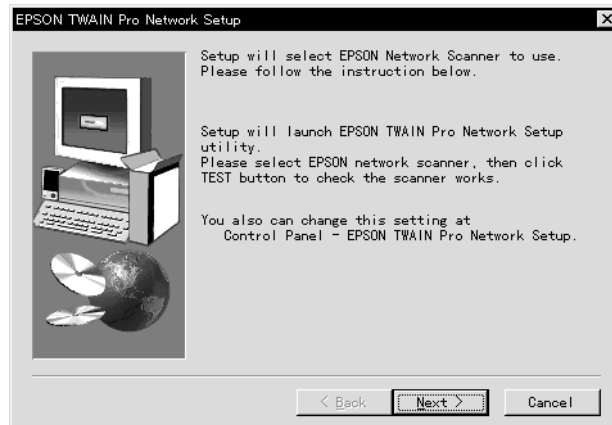


5. Click "OK" to start the installation of selected software.
Page 1 of the "EPSON TWAIN Pro Network Setup" dialog box appears.
6. Click "Next>".

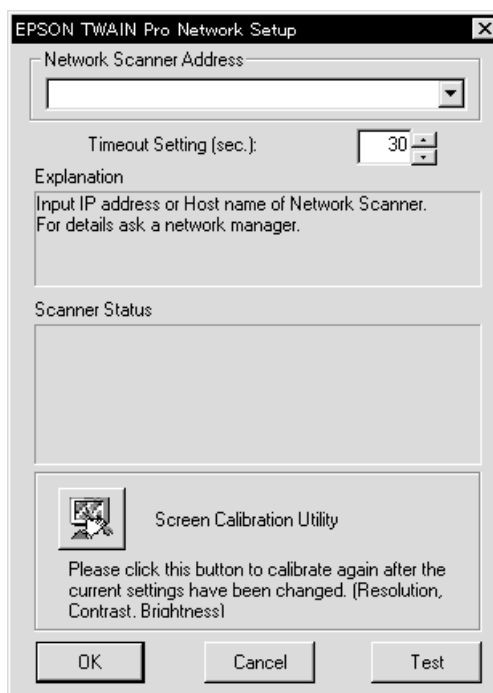


Page 2 of the "EPSON TWAIN Pro Network Setup" dialog box appears.

7. Click "Next>".



The setting dialog box appears.



8. Enter the IP address or Host name of the Copy Server in the "Network Scanner Address" box.
9. To test the status of the scanner, click "Test".

After the test is complete, information about the scanner's status is displayed below the heading "Scanner Status".

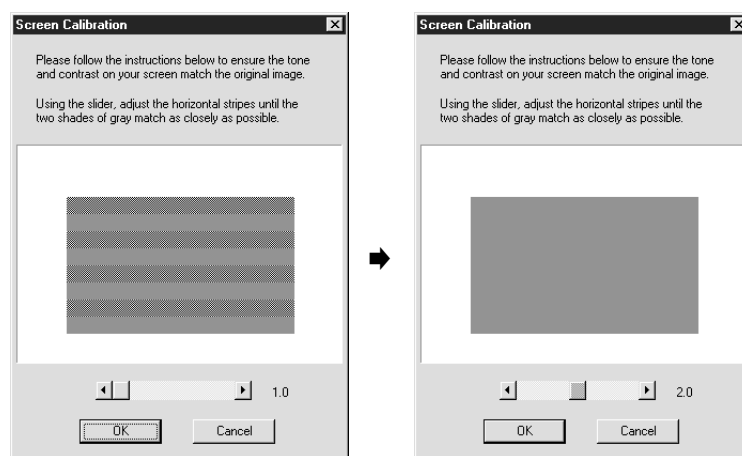
10. After setting this dialog box, click "OK".

The "Screen Calibration" dialog box appears.

11. Click "Next".



12. Move the slider to the right or left until the shades of gray of the two sets of horizontal stripes match.



Note:

View the screen from a slight distance. The gray stripes will not blend together perfectly; the objective is to make adjustments until the different tones match as closely as possible.

13. Click "OK" to register the calibration setting.

You will not need to change the screen calibration again as long as you continue to use the same monitor.

The setup completion dialog box appears.

14. Click "OK".



Installation of EPSON TWAIN Pro Network is complete.

Be sure to reboot the PC and then start to use EPSON TWAIN Pro Network.

When the installation is finished, the following icons and program group are created.

- ❑ The "EPSON TWAIN Pro Network Setup" icon is registered in the Control Panel.

In the "EPSON TWAIN Pro Network Setup", you can verify connection to the scanner, modify the IP address (same as steps 8 to 10 in the installation procedure), and perform screen calibration (same as steps 12 and 13 in the installation procedure).

- ❑ The "EPSON Network Scanner" program group is created with the following icons registered:

- (1) EPSON TWAIN Pro Network Uninstall

Use this tool to delete EPSON TWAIN Pro Network. For detailed information, see page 4-10.

- (2) ReadMe

It contains important information on using EPSON TWAIN Pro Network. Be sure to read through this information.

Performing a Network Scan

This chapter describes the procedure in performing a network scan.

Estimated Size of Image Data

The size of image data can vary significantly, depending on the document type, scan conditions, and file type. The following table gives you a general idea on the size of image data when stored in the TIFF file format. Use it as a reference.

You can also check the "Target" value in "EPSON TWAIN Pro Network" dialog box to get an estimate of the size of the image data from the scanning.

Colors	Size	Resolution		
		350 dpi	800 dpi	1200 dpi
24-bit color (16.77 million colors)	4 x 5 inches *1	About 7 MB	About 37 MB	About 83 MB
	A4 *2	About 34 MB	About 177 MB	About 399 MB
	B4	About 51 MB	About 266 MB	About 598 MB
8-bit gray (256 grayscales)	4 x 5 inches *1	About 2 MB	About 12 MB	About 27 MB
	A4 *2	About 11 MB	About 59 MB	About 133 MB
	B4	About 17 MB	About 89 MB	About 199 MB
Monochrome (Line Art, OCR, Copy & Fax)	A3	About 3 MB	About 15 MB	About 33 MB

*1 Approximately 102 mm x 127 mm film

*2 For A3, while it depends on the image, basically it can be considered as taking twice the size of A4.

Note:

- Make sure the hard drive has free space which is at least twice the size of the image data; otherwise scanning cannot be performed.
- Do not increase the resolution unnecessarily; otherwise this may increase the network load and cause network problems.

<How to estimate the resolution required>

Purpose	Required resolution	Required space (no compression)
Display on monitor	72 dpi	About 2.2 MB at 1024 x 768 dots and 24-bit color
Print using the super fine mode of the EPSON Stylus series	240 dpi	About 16 MB at A4 size and 24-bit color
Print using the super fine mode of the EPSON Stylus series	360 dpi	About 36 MB at A4 size and 24-bit color
Print on a color laser printer	200 dpi	About 11 MB at A4 size and 24-bit color
Print on a monochrome laser printer	200 dpi	About 3.7 MB at A4 size and 8-bit gray
Scan a text document	400 dpi	About 1.8 MB at A4 size and monochrome

Starting EPSON TWAIN Pro Network

Note:

Note the following: on network scan

About network load

Depending on the scan conditions, a network scan may result in large amount of image data traveling across the network and thus imposing a heavy network load. Therefore, try to avoid use of unnecessarily high resolution, and perform network scan when there are not many users on the network.

Note on starting EPSON TWAIN Pro Network

In the following cases, EPSON TWAIN Pro Network cannot run:

When Copy Station is turned off or an error has occurred

When another user is using the copy or scan function.

To avoid these problems, be sure to check the above conditions before starting EPSON TWAIN Pro Network. Also, be sure to close EPSON TWAIN Pro Network when you no longer need to use it; otherwise other users can no longer use the scanner.

Note on dial-up connection

While Windows95/98 is connected to the Internet via a dial-up connection, if you start EPSON TWAIN Pro Network when Internet Explorer is running, the "Scanner is not found" message may appear and the connection may not be possible. If this happens, configure Internet Explorer to "Connect to the Internet using a local area network" as follows (Internet Explorer 4.01 is used as an example):

1. Start Internet Explorer. From the "View" menu, choose "Internet Options".
2. Click the "Connection" tab, and then select the "Connect to the Internet using a local area network" check box.
3. Click the "OK" button.

However, in this case double-clicking the "Internet Explorer" icon does not connect to the Internet. Be sure to return the settings to the defaults as necessary.

For Internet Explorer 5.0, choose "Internet Options" from the "Tools" menu. Click the "Connection" tab and select the "Do not dial" check box. Then click the "LAN Setup" button and configure as necessary.

1. Turn on Copy Station so that it is ready for copying.
2. Start the TWAIN-compliant software.

You can use the software supplied with the scanner (GT-10000).

Note:

For users who want to use TextBridge Pro (the OCR software supplied with the scanner)

With TextBridge Pro, you can perform scanning without using EPSON TWAIN Pro Network. For information on how to set up and use TextBridge Pro, refer to the documentation that comes with the software.

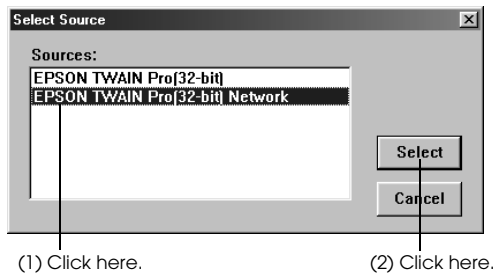
For users who want to use the ADF (automatic document feeder) option

If you plan to load documents into the ADF, be sure to read the documentation that comes with the ADF option.

- 3. From the TWAIN-compliant software, select "EPSON TWAIN Pro Network" as the TWAIN data source.

While the operation may be different depending on the software, typically you select "TWAIN Source" from the "File" menu. When a dialog box appears, select "EPSON TWAIN Pro (32-bit) Network" and then click "Select".

For detailed information, refer to the documentation that comes with the software.



- 4. From the TWAIN-compliant software, start EPSON TWAIN Pro Network.

While the operation may be different depending on the software, typically you select "TWAIN Acquire", "Acquire", etc. from the "File" menu.

For detailed information on how to start it, refer to the documentation that comes with the software.

- 5. When EPSON TWAIN Pro Network starts, the splash screen appears for a few seconds, and then changes to the EPSON TWAIN dialog box.

The splash screen lasts for about 2 seconds. While it is showing, you can click anywhere in the screen to jump to the "EPSON TWAIN Pro Network" dialog box immediately.

"EPSON TWAIN Pro Network" dialog box



If an error message appears instead of the above screens, see page 4-3 to solve the problem.

Performing a Simple Network Scan

This section describes the basic procedure in scanning, as well as the basic use of the "EPSON TWAIN Pro Network" dialog box. For detailed information on the procedure and operations, refer to the "EPSON TWAIN Pro User's Guide" that comes with the scanner.

1. Configure the document source, image type, as well as the destination.

* indicates use of the default setting.

For settings not explained here, refer to the "EPSON TWAIN Pro User's Guide" that comes with the scanner for more information.

Image Type:

Select from the drop-down list the image data type to create when scanning the documents. The following options are registered already:

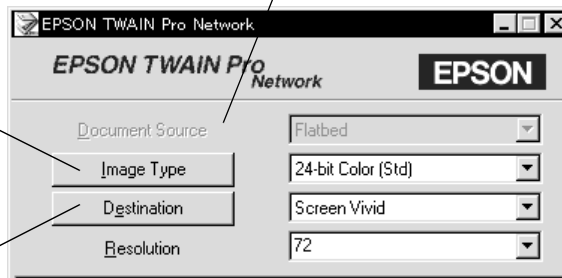
- 24-bit color* (suitable when scanning color documents)
- 24-bit color De-screening (suitable when scanning color documents, De-screening)
- 8-bit gray (suitable when scanning black and white documents)
- Line Art (suitable when scanning drawings)
- OCR (suitable when scanning text documents)
- Copy & FAX (suitable when scanning copies or faxes)

Document Source:

This setting is not required if the ADF option is not installed in the scanner (setting is grayed out). If the ADF option is installed, you can use this setting to specify whether to use the ADF for scanning. The following choices are available:

- Flatbed*
- ADF - Single - Sided
- ADF - Double - Sided

Even if the ADF option is installed, when scanning reflective type of documents (documents which reflect light from paper, etc.) placed on the document table (the glass surface), always select "Flatbed".

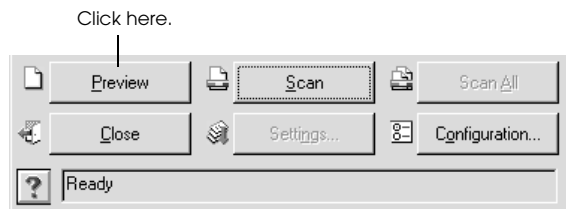


Destination:

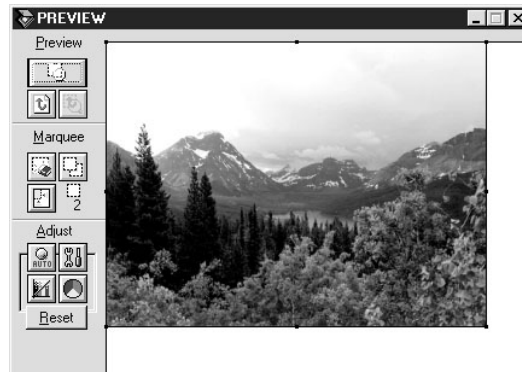
Select a device for outputting the data from scanning the documents. Depending on the device selected, you may need to adjust the resolution and outline emphasis as well. The following options are available from the drop-down list:

- Screen Vivid* (suitable when using the monitor to display data)
- EPSON XX series (suitable when printing data on the EPSON XX series)
- OCR (suitable when scanning text documents)

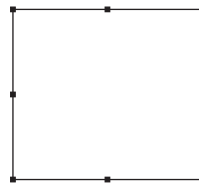
2. Click the "Preview" button to see how the scanned document will look like (before the actual scanning).



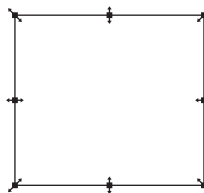
The Preview window appears. By default, the exposure (contrast) is automatically adjusted after the preview.



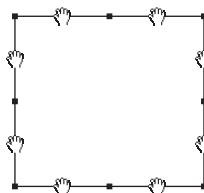
- 3. In the Preview window, when the mouse pointer changes to +, drag the capture frame to specify it.



Placing the mouse pointer on the ■ of the capture frame line changes the pointer to the double arrow shape. Then you can drag the capture frame to magnify or reduce it.

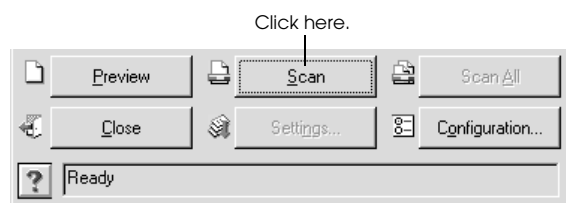


Moving the mouse pointer on the capture frame line changes the pointer to the hand shape. Then you can drag the capture frame to move it.



You can click the  Zoom Preview button on the top left of the preview window to zoom in and specify a more detailed frame for capturing.

- 4. Click the "Scan" button to capture the image.



The captured image appears in a new file. (It may be hidden behind the "EPSON TWAIN Pro Network" dialog box sometimes.)

- ❑ To cancel scanning, click the "Cancel" button in the Capturing dialog box, or press the "Stop" button on the control panel of Copy Server.
- ❑ Instead of the "Scan" button, you can also use the "Start" button on the control panel of Copy Server to start scanning (except when TextBridge Pro (the OCR software supplied with the scanner) is used). For fixed size and type of documents, you can perform the pre-scan preparation before the scanning operation; this enables you to require just one trip between the scanner and the client PC during the scanning.

<Pre-scan preparation>

- 1) Set the document into the scanner.
- 2) Start EPSON TWAIN Pro Network on the client PC.
- 3) Preview the document and specify the capture frame.
- 4) Adjust any other settings for scanning, as required.
- 5) Click the "Settings" button to save the settings. For detailed information, refer to the "Settings" section of the "EPSON TWAIN Pro User's Guide" which comes with the scanner.

<Scanning>

- 1) Start EPSON TWAIN Pro Network on the client PC.
- 2) Click the "Settings" button and then select the setting saved in the <Pre-scan preparation> section.
- 3) Set a document with the same document size, document type, position and orientation as used in the <Pre-scan preparation> section.
- 4) Press the "Start" button on the control panel.

If the scanner has the ADF option installed and ADF is selected in "Document Source" of EPSON TWAIN Pro Network, then pressing the "Start" button means all documents in the ADF option are scanned continuously. (However, this requires the TWAIN-compliant software to be able to handle multiple captures at the same time.)

5. In the "EPSON TWAIN Pro Network" dialog box, click the "Close" button and close EPSON TWAIN Pro Network.
6. Use the TWAIN-compliant software to save the image.

The save operation varies depending on the software. Typically, you use the "Save" or "Save As" command from the "File" menu. When a dialog box appears, specify the folder, file name, file format (most typical on Windows is the BMP format), etc to save, and then click the "Save" or "OK" button.

For detailed information, refer to the documentation that comes with the software.

Note:

The operations of EPSON TWAIN Pro Network is same as EPSON TWAIN Pro supplied with the scanner. For this reason, for detailed information on EPSON TWAIN Pro Network, you can refer to the "EPSON TWAIN Pro User's Guide".

For WindowsNT users:

EPSON TWAIN Pro Network supports multi-users. For example, when a single client PC is shared among several users, you can save the following settings for each user:

Image type, destination, density correction, save settings, preview, network information (IP address or host name)

Troubleshooting

This chapter describes how to troubleshoot Copy Station problems.

If You Encounter a Problem

Use the following tables to locate the problem and get further information to solve the problem.

Problems occurring during software installation

If the software cannot be installed, or an error (scanner cannot be found) appears in the "EPSON TWAIN Pro Network Setup" dialog box after the installation, see the following pages: → Pages 4-2 and 4-5

Problems occurring during a network scan

If an error occurs and EPSON TWAIN Pro Network cannot start, or image cannot be captured, see the following pages: → Pages 4-3 and 4-5

Bad quality of captured images

If the captured images appear dark, the color is strange, or moire is spotted, refer to the "Troubleshooting" section of the "EPSON TWAIN Pro User's Guide" which comes with the scanner.

Problems occurring when WebXXX.html is used

If an error occurs while WebAdmin, WebStatus or Color Copy Station WebPage is being used, see the following pages: → Pages 4-4 and 4-8

Error Messages

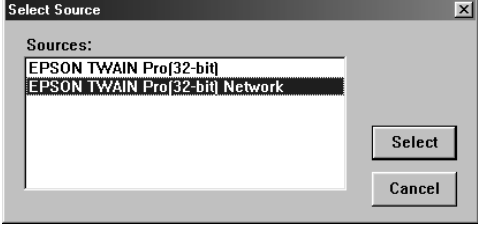
If an error message appears, use the following lists to solve the problem.

"EPSON TWAIN Pro Network Setup" dialog box error messages

Error message	Cause and solution
Error. Unable to connect with network scanner. Specified network scanner may not exist or there may be a network problem. Check the network scanner.	(1) Make sure the entered IP address or host name is correct. (2) Make sure Copy Server and the scanner are turned on. (3) Check with the network administrator to make sure the network settings of your PC are correct. If after checking the above the error still occurs, the problem may lie in the network itself. Consult the network administrator on this problem.
Specified network scanner exists. Problem occurred in network scanner. Check the network scanner.	Make sure the scanner is turned on, and Copy Station is running without any problems. If the error still occurs, refer to the "Error messages" section of the "Color Copy Station 8200 User's Guide".
Specified network scanner exists. Network scanner is not available: currently being used for copy.	Another user is using Copy Station. Wait until the local copy operation is finished.
Specified network scanner exists. Network scanner is not available: currently being used by user. User: XXX.XXX.XXX.XXX and Computer Name (if exists)	The user (with address indicated in the error message as "User:XXX.XXX.XXX.XXX") is performing a network scan. Wait until the user is done, and be sure to inform the user to close EPSON TWAIN Pro Network.
Error. Network resource initialization failed. Restart the system.	Start Windows again.
Error. Failed receiving data.. There is a problem with the scanner or the network. Check the network scanner.	As the network scanner is located at a remote place, data cannot be received within the pre-determined time interval. In the "EPSON TWAIN Pro Network Setup" dialog box, increase the timeout value (see page 4-7 for more information).

EPSON TWAIN Pro Network startup error messages

TWAIN data source or interface error

Error message	Cause and solution
<p>Any of the following message: (The error content varies depending on the TWAIN-compliant software.)</p> <ul style="list-style-type: none"> • The scanner is not ready. Make sure the connection is correct. • The scanner driver does not support memory transfer. • A scanner error has occurred. 	<p>The following TWAIN data source is not selected yet.</p>  <p>Before starting EPSON TWAIN Pro Network, be sure to use the TWAIN-compliant software to select a TWAIN data source. Depending on the TWAIN software, the procedure to select a TWAIN data source is different. Therefore, refer to the documentation that comes with the TWAIN-compliant software</p>

Network errors

Error message	Cause and solution
<p>Unable to connect with network scanner. Specified network scanner may not exist or there may be a network problem. Check the network scanner.</p>	<p>(1) In the Control Panel, open the "EPSON TWAIN Pro Network Setup" dialog box, and test to verify the entered IP address or host name is correct. (2) Make sure Copy Server and the scanner are turned on. (3) Check with the network administrator to make sure the network settings of your PC are correct. If after checking the above the error still occurs, the problem may lie in the network itself. Consult the network administrator on this problem.</p>
<p>Specified network scanner exists. Problem occurred in network scanner. Check the network scanner. EPSON TWAIN Pro Network will be closed.</p>	<p>Make sure the scanner is turned on, and Copy Station is running without any problems. If the error still occurs, refer to the "Error messages" section of the "Color Copy Station 8200 User's Guide."</p>
<p>Specified network scanner exists. Network scanner is not available: currently being used for copy . EPSON TWAIN Pro Network will be closed.</p>	<p>Another user is using Copy Station. Wait until the local copy operation is finished.</p>
<p>Specified network scanner exists. Network scanner is not available: currently being used by another user. User:XXX.XXX.XXX.XXX and Computer Name (if exists) EPSON TWAIN Pro Network will be closed.</p>	<p>The user (with address indicated in the error message as "User:XXX.XXX.XXX.XXX") is performing a network scan. Wait until the user is done, and be sure to inform the user to close EPSON TWAIN Pro Network.</p>
<p>Failed receiving data.. There is a problem with the scanner or the network. Check the network scanner. EPSON TWAIN Pro Network will be closed.</p>	<p>(1) While data is being sent or received, the network cable may become disconnected. Check the cable connection.</p>
<p>Failed sending data.. There is a problem with the scanner or the network. Check the network scanner. EPSON TWAIN Pro Network will be closed.</p>	<p>(2) Because the network scanner is located at a remote place, data cannot be received within the pre-determined time interval. In the "EPSON TWAIN Pro Network Setup" dialog box, increase the timeout value (see page 4-7 for more information). (3) If the optional ADF is installed, its cover may be open. Be sure to close the cover. (The "Failed receiving data.." error appears.)</p>

EPSON TWAIN Pro Network operation error messages

Memory errors

Error message	Cause and solution
Insufficient memory. Please make more memory available by closing other programs and try again.	Exit other applications to free up the memory.

Network errors

Error message	Cause and solution
The network scanner Stop button has been pushed. EPSON TWAIN Pro Network will be closed.	Another user has pressed the "Stop" button on the control panel to force EPSON TWAIN Pro Network to exit. Start EPSON TWAIN Pro Network again.
Timed out. Connection terminated. Restart EPSON TWAIN Pro Network if necessary. EPSON TWAIN Pro Network is exiting.	EPSON TWAIN Pro Network is forced to exit if there is no operation within approximately 15 minutes. To perform a network scan, start EPSON TWAIN Pro Network again.
Error occurs with network scanner. Check the network scanner. EPSON TWAIN Pro Network will be closed.	The cable connecting Copy Server and the scanner may be disconnected, or Copy Server cannot operate due to some sort of problems. Check the connection. Or, turn off Copy Server, and then turn it back on again.

ADF (option) errors

Error message	Cause and solution
The document feeder is out of paper.	Load paper into the ADF option.
Paper jammed in Feeder. Please remove paper and push RESET button at the front of scanner.	Refer to the "Fixing paper jam in the Automatic Document Feeder" section of the GT-10000 User's Guide and remove the jammed paper.

Error messages when using WebXXX.html

Error message	Cause and solution
One of the following messages appears: "Page cannot be displayed" or "Not found" appears (and WebAdmin, WebStatus, Color Copy Station Web Page cannot be displayed) "Internet Explorer cannot open the Internet Site http://XXX.XXX.XXX.XXX/WebXXX.html A connection with the server could not be established."	(1) When WebXXX.html is opened, the IP address or the host name of Copy Server is incorrectly entered. To solve the problem, enter the correct IP address or host name. (2) When WebXXX.html is opened, Copy Station is not turned on. To solve the problem, be sure to turn on Copy Station. (3) The IP address or the host name of Copy Server is not set up yet. To solve the problem, consult the network administrator.
Proxy denies fulfilling the request	You cannot access Copy Server via a proxy server. Change the setting so that proxy is not used when accessing the IP address of Copy Server.

Network Scan Problems

Software cannot be installed

Does the client PC meet the system requirements?

If the hard drive space or the memory is not sufficient, you may not be able to install the software. Therefore, see page 2-2 and make sure the system requirements are met.

EPSON TWAIN Pro Network cannot be started

If an error message appears, see the "Error messages" section on page 4-3 and solve the problem.

Is the correct IP address or host name of Copy Server correctly entered at the "EPSON TWAIN Pro Network Setup" dialog box?

In the Control Panel, open the "EPSON TWAIN Pro Network Setup" dialog box, and verify the entered IP address or host name is correct.

For detailed information, see page 2-5, 2-7.

From the software, is TWAIN data source correctly selected?

Refer to the documentation that comes with the TWAIN-compliant software, and then select "EPSON TWAIN Pro Network" as the TWAIN data source at the TWAIN data Source selection window.

Try again with another TWAIN-compliant software.

The TWAIN-compliant software may become unstable due to some sort of problems. Therefore, try again with another TWAIN-compliant software. Or try to restart the computer again.

An error appears and network scan cannot proceed

Does the hard drive have sufficient free space available?

The hard drive must have free space which is at least twice the size of the image data to store; otherwise scanning cannot be performed. If the space is insufficient, you can delete some unwanted data, or install an additional hard drive. You can check the "Target" value in "EPSON TWAIN Pro Network" dialog box to get an estimate of the size of the image data from the scanning.

Also, if photo retouch software is used, it may require a lot of space as its virtual memory. Therefore, increase the hard drive capacity as necessary.

Is there sufficient free memory?

In the following cases, the free memory available decreases and scanning may not be possible.

1. Multiple software applications are running at the same time.
2. Some software applications is handling large amount of data.
3. The Clipboard contains a large amount of data.

In these cases, the software may slow down. To solve the problem, you can use the following methods to increase the free memory available:

For case 1: Close the other software applications.

For case 2: Save the data of the software application, and if possible close the software.

For case 3: Restart the computer, just to play safe.

The amount of free memory required depends on the image data. For color document scanning, a minimum of 32 MB is required. (Depending on the image data, it may require even more memory. Therefore, always try to secure as much memory as possible.)

At "Document Source", "ADF-XX" cannot be selected

Is the ADF option correctly installed in the scanner?

Make sure the ADF option is correctly installed. (See the "Chapter 3 The Automatic Document Feeder Options" section of the GT-10000 User's Guide.) If the ADF option is not correctly installed, "Document Source" is grayed out and "ADF-XX" cannot be selected.

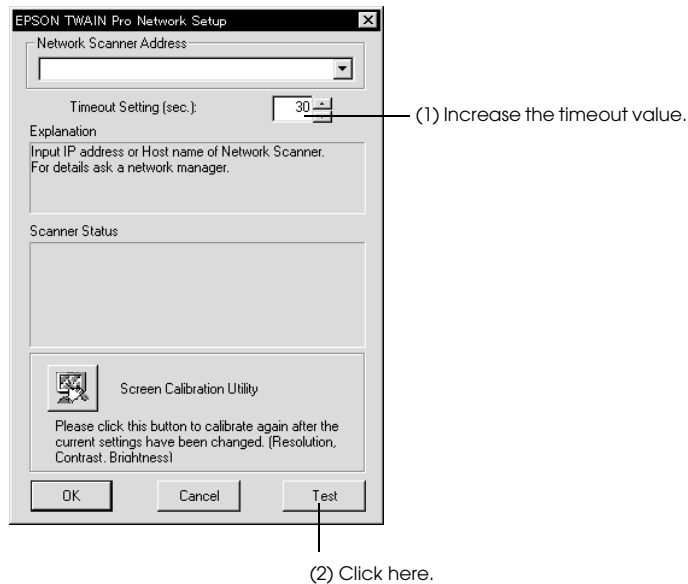
Timeout setting problem

If the "Failed receiving data.." error message appears when EPSON TWAIN Pro Network is configured or started, use the following procedure to change the timeout setting value.

1. In the Control Panel, open the "EPSON TWAIN Pro Network Setup" dialog box.



2. (1) Increase the Timeout value, and then (2) click the "Test" button. After the test is complete, information about the scanner's status is displayed below the heading "Scanner Status".



Note:

- ❑ The required timeout value varies depending on the network environment and the time of the day. Try to increase the timeout value by multiple of 15 seconds until the error disappears.
- ❑ The timeout value that you can set is between 30 seconds to 300 seconds (at 1 second increment).

3. Click the "OK" button to complete the setting.

Trouble When Using WebXXX.html

This section explains the problems and solutions when WebAdmin, WebStatus or Color Copy Station Web Page is used. If an error message appears, see page 4-4 for the solution.

Screen display is weird and it does not respond to any operation.

The memory may be wasted. Check the following areas:

- Start Internet Explorer and close all other applications.
- Do not update pages unnecessarily without any purpose.
- Do not switch to other pages (other WebXXX.html) unnecessarily without any purpose.
- Do not show the Internet Explorer's explorer bar (channel).
- If Active Desktop is used on Windows98/95/NT4.0, change the setup so that Active Desktop is not used.

After deleting Internet Explorer's Temporary Internet files, close Internet Explorer and then restart it again.

To delete Temporary Internet files, use the following procedure (Internet Explorer 5.0):

1. From the "Tools" menu, select "Internet Options".
2. Click the "All" tab, and then click the "Delete Files" button. When the confirmation message appears, click the "OK" button to confirm.
3. Click the "OK" button.

Try to start the computer again.

The computer may have become unstable due to some sort of problems. Therefore, restart the computer again.

Loading WebXXX.html takes a long time

If Internet Explorer 4.01 or later is running on Windows95/98/NT4.0, you can use either of the following ways to speed up the loading time:

- Add the IP address and host name in the "hosts" file located in the Windows directory.
- When specifying the address, always use the host name.

In any case, be sure to consult the network administrator.

The memory may be wasted. Check the following areas:

- Start Internet Explorer and close all other applications.
- Do not show the Internet Explorer's explorer bar (channel).
- If Active Desktop is used on Windows98/95/NT4.0, change the setup so that Active Desktop is not used.

Try to start the computer again.

The computer may have become unstable due to some sort of problems. Therefore, restart the computer again.

If the problem still persists

After trying the solutions recommended previously, if the problem still does not go away, try the following:

- Uninstall (delete) Internet Explorer, and then install it again.
- Increase the memory.

Note that because the WebXXX.html page is a complex program, this demands a high performance CPU of the client PC. Therefore, try to use a PC with powerful CPU. (see page 2-2).

Re-installing EPSON TWAIN Pro Network

If EPSON TWAIN Pro Network becomes unstable due to some sort of problems, use the following procedure to re-install it.

Deleting EPSON TWAIN Pro Network

Before re-installing EPSON TWAIN Pro Network, be sure to use the Uninstall program "EPSON TWAIN Pro Network Uninstall" to delete the current EPSON TWAIN Pro Network program.

Note:

- ❑ *The Uninstall Tool program deletes only EPSON TWAIN Pro Network. All settings for scanning in the "Settings" dialog box remain and are not deleted.*
- ❑ *Before deleting EPSON TWAIN Pro Network, be sure to close the Control Panel. If the Control Panel remains open while the Uninstall Tool program is running, some of the files cannot be deleted.*

1. Start the uninstaller.

For Windows95/98/NT4.0:

Click the "Start" button, point to "Programs" and then "EPSON Network Scanner". Click "EPSON TWAIN Pro Network Uninstall".

For WindowsNT3.51:

In the "EPSON Network Scanner" group, double-click the "EPSON TWAIN Pro Network Uninstall" icon.

2. Click the "Yes" button to start deleting the program.
3. Click the "OK" button. The program is deleted.

Then, see page 2-3 and re-install EPSON TWAIN Pro Network. When the installation is finished, restart the computer again.

Checking the Copy Station Status

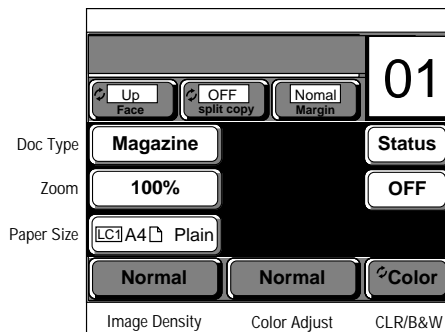
Checking the Copy Station Status

You need Internet Explorer 4.01 or later to check the Copy Station status.

Starting WebStatus and checking the status

1. Turn on Copy Station so that it is ready for copying.

When Copy Station is ready for copying, the control panel on Copy Server shows the following screen.



2. Start Internet Explorer 4.01 or later.

Note:

- Be sure to use Internet Explorer 4.01 or later. Other web browsers such as Netscape Navigator cannot be used.
- To run WebStatus, use Internet Explorer 4.01 or later, and do not use proxy to the IP address of Copy Server.
- If Internet Explorer 4.01 or later is running on Windows95/98/NT4.0, it takes quite a while for WebStatus to load. You can use either of the following ways to speed up the loading time:
 - Add the IP address and host name of Copy Server in the "hosts" file located in the Windows directory.
 - When specifying the address, always use the host name.

In any case, be sure to consult the network administrator.

3. Enter the following address, and press the "Enter" key on the keyboard.

`http://XXX.XXX.XXX.XXX/WebStatus.html`

Note:

- The "XXX.XXX.XXX.XXX" refers to the IP address or host name of Copy Server. (Check with the network administrator for details.)
- Enter "WebStatus.html" exactly as written here. Make sure "W" and "S" are capitalized.
- When using WebStatus, take note of the following points. Otherwise the memory may become insufficient and it may not be able to function normally.
 - Start Internet Explorer and close all other applications.
 - Do not update pages unnecessarily without any purpose.
 - Do not switch to other pages unnecessarily without any purpose.
 - Do not show the Internet Explorer's explorer bar (channel).

If the screen cannot be displayed correctly or Internet Explorer does not respond to any operation, close Internet Explorer and restart it again.

4. After a while, WebStatus starts.

Use this screen to check the various states of Copy Station.

Select one from this list if there are multiple Copy Stations.

Status of Copy Server appears here.

Indicates font card, optional interface, and memory capacity here.

Shows the printer's status.

Indicates the remaining paper amount. Paper cassettes 2 and 3 of the large capacity paper unit are available only if they are installed. (See page A-4.)

Indicates the remaining amount of the consumable. (See page A-4.)

Indicates the scanner's status.

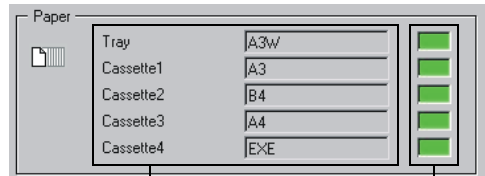
If the ADF option is installed in the scanner, it lights in green.

If the ADF option is installed in the scanner and documents are loaded into the ADF option, it lights in green.

List of Copy Server information statuses

Status displayed	Description
(Idle) No service working	The Copy Station is ready for use.
(Network TWAIN) Scanner in use.	A network scan is being performed and therefore the scanner is not available for use at this moment.
(Local Copy) Now copying	A copy operation is being performed. Copy Station is not available for use at this moment.

Remaining paper amount



Indicates the size and type of paper loaded in the MP tray or paper cassette.

Indicates the approximate amount of paper still remaining.
 Green: Paper still exists.
 Red: No paper
 Black: No paper cassette

Remaining amount of consumable

Indicates the approximate amount of toner still remaining.
 Green: 21% or more in each of the four toner cartridges
 Yellow: 20% or less in a one of the four toner cartridges
 Red: At least one of the four toner cartridges has no toner left



Indicates the approximate life of the photoconductor unit still remaining.
 Green: 9% or more
 Yellow: Less than 9%
 Red: Unit life expired

Click if you want to see detailed information of the remaining toner amount.
 Indicates the approximate waste toner accumulated in the waste toner box.
 Green: Less than 96% full
 Yellow: 96% to 99% full
 Red: 100% full
 Indicates the approximate amount fuser oil roll life still remaining.
 Green: 5% or more
 Yellow: Less than 5%
 Red: Oil roll life expired

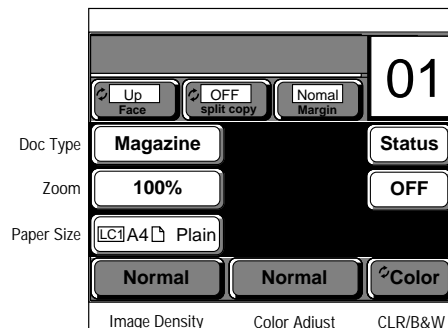
About the Color Copy Station Web Page

Copy Server comes built in with a web page called Color Copy Station Web Page which consolidates both WebAdmin and WebStatus. (WebAdmin is used by the administrator to manage Copy Station.) This section introduce you to the Color Copy Station Web Page. To use this Web Page, you need to meet the same system requirements for checking status, as described on page 2-2.

Loading the Color Copy Station Web Page

1. Turn on Copy Station so that it is ready for copying.

When Copy Station is ready for copying, the control panel on Copy Server shows the following screen.



2. Start Internet Explorer 4.01 or later.

Note:

- Be sure to use Internet Explorer 4.01 or later. Other web browsers such as Netscape Navigator cannot be used.
- To load the Color Copy Station Web Page, use Internet Explorer 4.01 or later, and do not use proxy to the IP address of Copy Server.
- If Internet Explorer 4.01 or later is running on Windows95/98/NT4.0, it takes quite a while for the Color Copy Station Web Page to load. You can use either of the following ways to speed up the loading time:
 - Add the IP address and host name of Copy Server in the "hosts" file located in the Windows directory.
 - When specifying the address, always use the host name.

In any case, be sure to consult the network administrator.

3. Enter the following address, and press the "Enter" key on the keyboard.

http://XXX.XXX.XXX.XXX/CCS8200.html (Entering "CCS8200.html" is optional.)

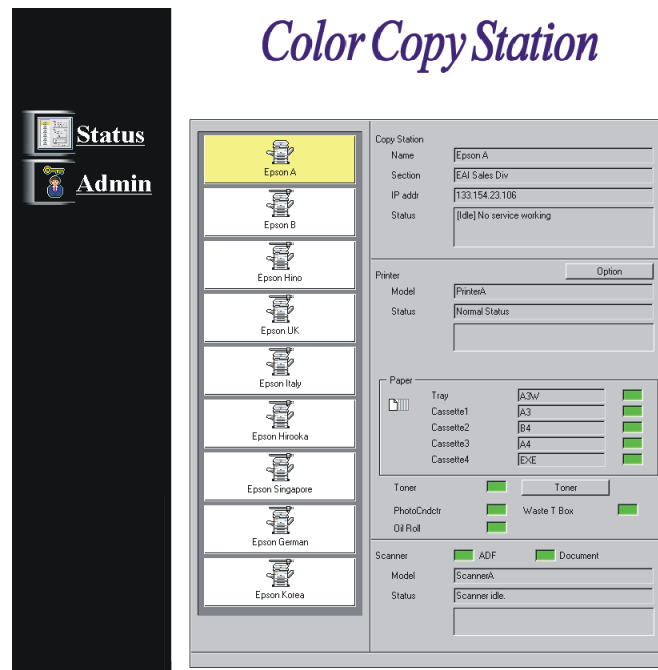
Note:

- The "XXX.XXX.XXX.XXX" refers to the IP address or host name of Copy Server. (Check with the network administrator for details.)
- Enter "CCS8200.html" exactly as written here. Make sure "CCS" is capitalized.
- When using the Color Copy Station Web Page, take note of the following points. Otherwise the memory may become insufficient and it may not be able to function normally.
 - Start Internet Explorer and close all other applications.
 - Do not update pages unnecessarily without any purpose.
 - Do not switch to other pages unnecessarily without any purpose.
 - Do not show the Internet Explorer's explorer bar (channel).

If the screen cannot be displayed correctly or Internet Explorer does not respond to any operation, close Internet Explorer and restart it again.

4. After a while, the Color Copy Station Web Page opens.

Because WebStatus is included in the Color Copy Station Web Page, you can use this page to check the status of Copy Station. For detailed information on WebStatus, see page A-1.



The "Admin" (WebAdmin) button is used by the administrator to manage Copy Station. It is not available to the users.

Contacting Customer Support

Where to Get Help

If your Copy Station is not operating properly and you cannot solve your problem with the troubleshooting information in this guide and online help, contact EPSON customer support services for assistance.

We will be able to help you much more quickly if you are able to give the exact information indicated below.

Serial number of your Copy Server:

(The serial number label is on the back of the Copy Server.)

Copy Station model:

Brand and model of your computer:

Windows version (95, 3.1, NT, etc.) you are using:

For United Kingdom and the Republic of Ireland Users

If you purchased your Copy Station in the UK or the Republic of Ireland, EPSON (UK) LTD provides a range of customer services and technical support:

- World Wide Web
- Faxon EPSON Faxback
- Bulletin Board Service
- Customer and Warranty Support
- Pre Sales Enquiry Desk

See the following sections for details.

World Wide Web

If you can connect to the Internet and have a Web browser, you can access our Web site <http://www.epson.co.uk>. Here you will find information on the latest EPSON products, software drivers, online user guides, and answers to frequently asked questions.

Faxon EPSON

Contact Faxon EPSON faxback service for support information including troubleshooting tips, switch settings, and driver information.

To use Faxon EPSON, call 01442 227332 in the UK or 0044 1442 227332 from the Republic of Ireland using a touch-tone phone. You will be asked to follow a simple routine to register your document request. Once you have entered your telephone and fax numbers, Faxon EPSON will fax a copy of the document catalogue to your fax machine.

When you have found the documents that you need in the catalogue, call Faxon EPSON again and enter the document ID numbers. The documents will be faxed to you automatically.

Bulletin Board service for latest drivers and utilities

You can call the EPSON Bulletin Board Service on 01442 227479 in the UK or 0044 1442 227479 from the Republic of Ireland. No membership is required. Make sure that your communications software is set to 8 data bits, 1 stop bit, no parity bit, ANSI terminal mode emulation, and a modem speed of up to 28.8 Kbps. Downloading protocols supported include Xmodem, Ymodem, and Zmodem. See the documentation that came with your communications software and modem for more information.

When you first connect to the Bulletin Board Service, you will be asked for your name, company name, phone number, and a password (which you can invent yourself).

Customer and Warranty Support

Our Customer and Warranty Support teams can be contacted by calling 0870 163 7766 in the UK or 0044 0870 163 7766 from the Republic of Ireland. They can provide the following services:

- Technical information on installing, configuring, and operating your EPSON products
- Arranging for faulty EPSON products to be repaired within the warranty period

A full list of EPSON Customer and Warranty Support services are available on the technical support section of our world wide web pages at <http://www.epson.co.uk/support/> and on Faxon EPSON faxback service in document number 5085.

Pre Sales Enquiry Desk

The Enquiry Desk team can be contacted by calling 0800 220546 in the UK or 1 800 409132 from the Republic of Ireland, by faxing 01442 227271 in the UK or 0044 1442 227271 from the Republic of Ireland, and via-mail at info@epson.co.uk. They can provide the following information:

- Pre Sales information and literature on new EPSON products (also available via our world wide web site at <http://www.epson.co.uk>)
- Where to purchase genuine EPSON consumables, accessories, and options

For Australian Users

EPSON Australian wishes to provide you with a high level of Customer Service. As well as this User's Guide, we provide the following sources for obtaining information:

EPSON FAXBACK

EPSON FAXBACK will fax you the latest specifications and pricing for most EPSON products offered in Australia. There is also technical information including details of the latest software and drivers available. Phone (02) 9903 9075 and the system will guide you through a number of choices before faxing the information to your fax machine.

EPSON Bulletin Board System

This is where you can download the latest software and drivers. Visit the BBS to check out the latest versions. If you have a modem, phone (02) 9417 5090.

Internet URL <http://www.epson.com.au>

Access the EPSON Australia World Wide Web pages. Worth taking your modem here for the occasional surf! You can get the same information as offered on the EPSON FAXBACK and the EPSON Bulletin Board plus more.

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advice on problems. They can often solve problems quickly and easily as well as give you advice on the next step to take.

EPSON Helpdesk

EPSON Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in diagnosing hardware and software problems. They can also advise you on the latest EPSON products and where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: (02) 9903 9040
Fax: (02) 9903 9189

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes the User's Guide for your EPSON product, type of computer, operating system, applications, and any other information you feel is required.

For Hong Kong Users

To obtain technical support as well as other after-sales service, users are welcome to contact EPSON Hong Kong Limited.

Internet home page

EPSON Hong Kong has established a local home page in both Chinese and English on the internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of EPSON printer drivers

Users can access our World Wide Web home page at: <http://www.epson.com.hk>.

Electronic bulletin board system

An electronic bulletin board system (BBS) is also available to obtain printer information and the latest versions of printer drivers. You can log on to the following number for the BBS service:

BBS: (852) 2827-4244

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2585-4399
Fax: (852) 2827-4383

For Philippines Users

To obtain technical support as well as after sales service, users are welcome to contact the EPSON Philippines Representative Office at the telephone and fax numbers below:

Phone: (632) 813-6552
Fax: (632) 813-6545
BBS: (632) 814-0595



For India Users

Contact for information, support and services are:

World Wide Web (www.epson.co.in)

Information on product specifications, Drivers for download, Frequently Asked Questions (FAQ), Product Enquiry and Technical Query are available.

Epson India Bangalore Head Office

Phone: (080) 5095465
Fax: (080) 5095474

For Malaysia Users

Contact for information, support and services are:

World Wide Web (www.epson.com.my)

Information on product specifications, Drivers for download, Frequently Asked Questions (FAQ) and Email Enquiry are available.

Epson Trading Shah Alam Head Office

Phone: (03) 5191366
Fax: (03) 5191281

For Singapore Users

Sources of information, support and services available from Epson Singapore are:

World Wide Web (www.epson.com.sg)

Information on product specifications, Drivers for download, Frequently Asked Questions (FAQ), Sales Enquiry and Technical Email Support are available.

Epson Helpdesk <Phone: (065) 8323111>

Our helpdesk team could help you with the following over the phone:

- Sales enquiry and product information
- Product usage questions or problem
- Enquiries on repair service and warranty

Glossary

Client:

A computer on a LAN which receives services from the server of the LAN. It is also referred to as client PC. The one who uses a client PC is called a user.

→ LAN

DHCP:

Short for Dynamic Host Configuration Protocol. When a client PC starts, the DHCP server automatically assigns an IP address and related information to the PC.

→ TCP/IP, Client

Dial-up:

A method of connecting to the outside world (provider) using the telephone line only when necessary.

Display resolution:

Number of pixels (or dots) to indicate the size of images to display on the monitor of a computer. This term is also used to indicate the display ability of the monitor itself.

Ethernet:

A network protocol widely used for networking computers and workstations. The communication speed is 10 Mbps. The connecting cable can be 10Base-T, 10Base-2, etc.

→ 10Base

Host name:

A name for identifying a particular computer connected to the Internet. On the Internet, each computer connected to the Internet has its own unique identifier (IP address) so communication between them can become possible. However, since each IP address is expressed as an array of numbers (e.g. 123.456.78.90); in the Internet world, an easy-to-understand name (host name) is usually also used to refer to it (e.g. <http://www.i-love-epson.co.jp>).

→ IP address

Image resolution: → Resolution set in EPSON TWAIN Pro Network for use when scanning images

Number of image pixels (forming an image) in a square measuring a width about 25.4 mm or 1 inch. The unit of measurement is same as print resolution (dpi). The more the image pixels, the finer the image becomes; however, because this requires more data, scanning, saving, and loading the data requires more time, and this also increases the network load.

EPSON Color Copy Station 8200 supports image resolution of scanned images from 50 to 6400 dpi. However, for printing purpose, setting the image resolution more than 1/3 of the print resolution of the printer does not improve the print quality. For EPSON Stylus series color printers, setting the image resolution to 1/2 of the print resolution of the printer is optimal.

IP address:

IP is short for Internet Protocol. An IP address is an identifier used to identify a computer on a TCP/IP network. Each IP address is expressed as an array of numbers (e.g. 123.456.78.90); in the Internet world, an easy-to-understand name (host name) is also used to refer to a particular computer.

→ TCP/IP, Host name

If the network is connected to the external world (e.g. via Internet, e-mail), you need to obtain IP addresses for the network. (The procedure required to obtain IP addresses varies depending on the country you are in. Therefore, check with the local authority in your country for the information.)

However, if the network will not be connected to the external world in the foreseeable future, you can use the following private IP addresses (as stipulated by RFC1918):

10.0.0.1 - 10.255.255.254

172.16.0.1 - 172.31.255.254

192.168.0.1 - 192.168.255.254

Java:

A programming language developed by Sun Microsystems Inc. EPSON Color Copy Station 8200's Copy Server comes built in with WebAdmin, WebStatus and Color Copy Station Web Page written in Java programs (applets). The applets are downloaded via a Web browser to a client PC for running there.

→ Web browser, Client

LAN:

Short for Local Area Network, a computer network in which the attached devices are in close proximity (like in the same office or building). A LAN can be a small and simple peer-to-peer LAN, or a large-scale client/server LAN. EPSON Color Copy Station 8200 requires use of the client/server LAN.

→ Network

LAN board:

A board to insert into an expansion slot of a computer to enable data communication between the computer and the LAN it is located on. Almost all commercially available LAN boards support Ethernet.

→ Ethernet

Memory:

A place for temporarily storing data. For example, while an software application is stored on the hard drive, when it is started, it is loaded into the memory where various tasks are performed. In other words, hard drive can be said as the storing area while memory the working area. Because image scanning requires use of memory also, if the memory is too small to accommodate the scanned data, error may occur.

Network:

A communication structure for transferring data. A network covering a wide area is called a WAN (Wide Area Network), and a network within the same building, etc. is called a LAN (Local Area Network).

Network administrator:

A person responsible for administering the server (network). The person is also called a system administrator.

→ Server

Network OS:

Software for implementing basic LAN functions. In the client/server type of LAN, three common network OS are available: NetWare from Novell, WindowsNT Server from Microsoft, and Apple Share from Apple Computer.

→ LAN

Network protocol:

Depending on the network OS in use, the protocol that can be used is different. For example, NetWare supports IPX/SPX, while WindowsNT supports IPX/SPX and TCP/IP.

→ Protocol

OCR:

Short for Optical Character Recognition, the technology that enables printed text to be captured and converted into text data. To achieve this purpose, OCR software is required when a generic scanner is used. A dedicated device equipped with OCR software is called "Optical Character Reader."

Print resolution:

For example, on a color inkjet printer, ink droplets are sprayed onto the paper to form images. The print resolution refers to the number of ink droplets in a square measuring a width about 25.4 mm or 1 inch, dots per inch (dpi). The more ink droplets in the square, the finer the image becomes; but this also takes more time in printing.

Protocol:

A set of rules, agreements, or standards in communication to use when conducting communication between software applications in different systems. A protocol defines a wide range of rules covering from start/stop connection to format of electronic mails. This term comes from diplomatic etiquette.

Proxy:

A server for acting as a proxy for computers on the network in communicating with computers external to the network.

→ Server

Resolution

The following types of resolution are available: print resolution, image resolution, and display resolution.

→ Print resolution, Image resolution, Display resolution

Screen calibration:

Depending on the manufacturer and model, a monitor may vary in brightness and contrast (because of varying values of gamma). Screen calibration enables scanned images to be displayed in the most suitable brightness for the particular monitor in use. This involves reading the gamma value of the monitor and setting it as the default value in the "Image Controls" dialog box of EPSON TWAIN Pro Network when automatic exposure adjustment is performed.

Segment:

A unit of measurement of network. The scale of a network can be increased by using the various devices and making gateway of segments.

Server:

A computer on a LAN which provides various services to the client PCs on the LAN. EPSON Color Copy Station 8200's Copy Server functions as a scan server which receives requests for scanning, as well as an application server which runs server applications. The one administering the server is called a network administrator or system administrator.

→ LAN

TCP/IP:

Short for Transmission Control Protocol/Internet Protocol, a worldwide standard protocol used for communicating data between computers on a network.

→ Protocol

TWAIN:

An application program interface (API) specification for software controlling a scanner. The scanning software is sometimes also called TWAIN. The EPSON TWAIN Pro Network is compliant with the TWAIN specification and therefore enables direct capturing of image from TWAIN software.

Web browser:

A general name for software which enables users to browse and view information stored on a WWW server. A WWW server is a server on the Internet as repository of information. EPSON Color Copy Station 8200's Copy Server is a WWW server which can receive requests from Web browsers to enable WebAdmin, WebStatus or Color Copy Station Web Page to run as required.

10Base:

A cabling specification defined by Ethernet. There are three types of cables: 10Base-T (which uses twisted cable), 10Base-2 (which use 5-mm diameter coaxial cable), and 10Base-5 (which use 10-mm diameter coaxial cable). There is also 100Base-TX which uses the same structure of 10Base but with the communication speed increased to 100 Mbps.

→ Ethernet

Index

A

ADF 1-2, 3-4, 4-6, A-3
Admin A-6

C

Client PC 1-1, C-1
Color Copy Station 8200
 See also Copy Station
Color Copy Station Web Page A-4
 Problems 4-4, 4-8
Consumable A-3, A-4
Copy Server
 Multiple A-3
 Status A-3
Copy Station
 Manuals iii
 Multiple A-3
 Network Functions 1-1
 Status A-3
Customer Support B-1

D

Destination 3-4
Document Source 3-4

E

EPL-C8200
 See also Printer
EPSON TWAIN Pro Network 2-3
 Dialog box 3-3, 3-4
 Error messages 4-2
 Installing 2-3
 Re-install 4-10
 Setup 2-7, 4-2, 4-7
 Starting 3-2
 Uninstall 2-7, 4-10
Error Messages 4-2

G

GT-10000
 See also Scanner

H

Hardware 2-1, 2-2
Host name 2-5, C-1

I

Image data size 3-1
Image Type 3-4
Internet Explorer 2-1, A-1, A-5
IP address 2-5, C-1

M

Memory 2-2, 4-6, C-2

N

Network Scan 1-1, 3-1, 3-4
 Performing 3-1, 3-4
 Problems 4-5
 Required Software 2-1
 System Requirements 2-1

P

Paper A-3, A-4
Preview 3-4
Printer
 Status A-3

S

Scanner
 Status 2-5, 4-7, A-3
Screen calibration 2-6, C-2
Software 2-1
Status checking 1-1, A-1
 Required Software 2-1
 System Requirements 2-1

T

Timeout setting 4-7
Toner A-3, A-4
TWAIN data source 3-3, 4-3
TWAIN Pro Network
 See also EPSON TWAIN Pro Network

W

Web browser A-1, A-5, C-3
WebAdmin A-4, A-6
 Problems 4-4, 4-8
WebStatus A-1, A-4
 Problems 4-4, 4-8
 Starting A-1

