

# EPSON

## Knowledge Base

Article: KB020030

### **Why doesn't the scan to email option work on the EPSON Smart Panel?**

Does your computer have the Windows XP platform or Internet Explorer 6.0? If yes please read more. If no, please call the EPSON Scanner support desk for support **Please Note:** The scan to email facility doesn't function with Web based email services, such as Hotmail or AOL.

### Instructions

To download the relevant update please click on the link below <http://www.newsoftinc.com>

Click Save. Save the Patch to the desired location. This will then download. Double click on the downloaded file and click Install. Follow the set up instructions and when completed please restart your computer.