EPSON
Knowledge Base

What to do if the scanner cannot detect the transparency adapter?

<u>Instructions</u>

1. Unplug the AC adapter.
2. Remove the reflective document mat. To do this, grasp the top of the mat and then slide it up gently.
3. Make sure the TPU cable is plugged into the scanner's transparency unit connector.
4. Plug in the AC adapter.
5. The orientation of the film holder is different for scanning slides and film. For slides, place the film holder in the upper-right corner of the document table, and then place your slides in the square openings.
For film, insert your film into the film holder, and then place it in the upper-right corner of the document table.
6. Close the document cover.
7. In Epson Twain, select TPU: Color Neg. Film, TPU: Monochrome Neg. Film or TPU: Post. Film as your image type.

Note: The default setting of pre-scanning is enabled; it is used for document scanning.

If you scan slides with an auto mode, it may cause some problems while acquiring images.

Please try to disable two settings of twain driver.

In the twain interface with manual mode and click the Configuration button displays the Configuration dialog box.

In the preview, please uncheck Automatic Preview and Fast Preview. General speaking, both of these modes are used on not films but documents.