# Scan slides and transparencies using the Epson Photo V500

> **N**ote: **If you encounter an error message when attempting a scan using any uCreate scanner, please consult the Troubleshooting section on page 4.**

For the care of your film and the scanner glass, it is important that your hands are clean before commencing and that you avoid touching the scanner glass. It is also important to avoid touching the image area of your film, as any small dirt specks or fingerprints will become magnified when the images are scanned at high resolution.

**1** Open the scanner and remove the cover from inside the lid **very carefully** by raising it up and over the brackets. Don't force it as the brackets are fragile (please replace the cover when scanning is complete).



**2** Film and slides must be placed in the special holders provided in order to scan accurately. Depending on the scanner model, there are two or more holders available for a variety of film formats. Select the correct holder for yours.

**3** Use the appropriate holder (or part of the holder) for your film format. For example, using the Epson V500, the 'A' and 'C' holder will allow you to scan 35 mm film strips or slides, the 'B' holder will allow you to scan medium format film.

- **Scanning slides**: place the appropriate holder on the glass, matching any orientation symbols marked or embossed on the scanner bed next to the glass.

  Place your slides face down in the spaces provided and ensure they are orientated as indicated by the symbols on the holder (usually face down and landscape, even if the original image is portrait).

- **Scanning film**: secure your film in the appropriate holder **before** placing it on the scanner glass. Ensure the holder is placed on the glass face down and orientated as indicated by the symbols on the holder.

**4** Close the cover.

**5** Launch **Epson Scan** by double clicking the desktop icon (if available) or from the Start menu (**Start > All Programs > Epson [folder] > Epson Scan > Epson Scan**).

**6** Select **Professional Mode** from the drop-down menu at the top left of the **Epson Scan** panel.
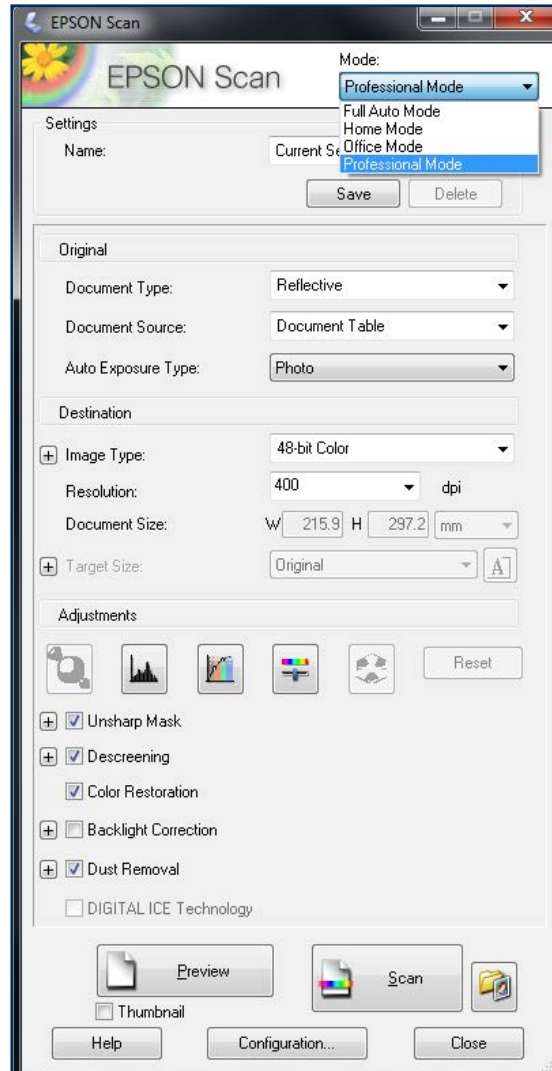


*Epson Scan Professional Mode Interface*

**7** Adjust the settings:

**Document Type**: Film (with Film Holder)

**Film Type**: Select the appropriate film type from the three options: Positive Film, Colour Negative Film or B&W [black and white] Negative Film.

**Image Type**: Select colour, grey scale or black and white setting.

**Resolution**: This will depend on how the scanned images are used but note that 300 dpi is a recommended minimum for producing print quality images.

**Document Size**: If you intend to print the image, increase the document size to the approximate print paper size required.

**Adjustment**: The settings in this selection can be used depending on your preferences. They are not always essential, depending on the condition of your film, but it may be worthwhile experimenting with them and comparing the results.

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**8**  When you are satisfied with the settings, click the **Preview** button. The scanner may take a few moments to warm up first. The previewed images will appear as thumbnails (unless the thumbnail option in the Epson Scan settings window has been un-ticked). This may take a few moments depending on the settings and resolution you have selected.
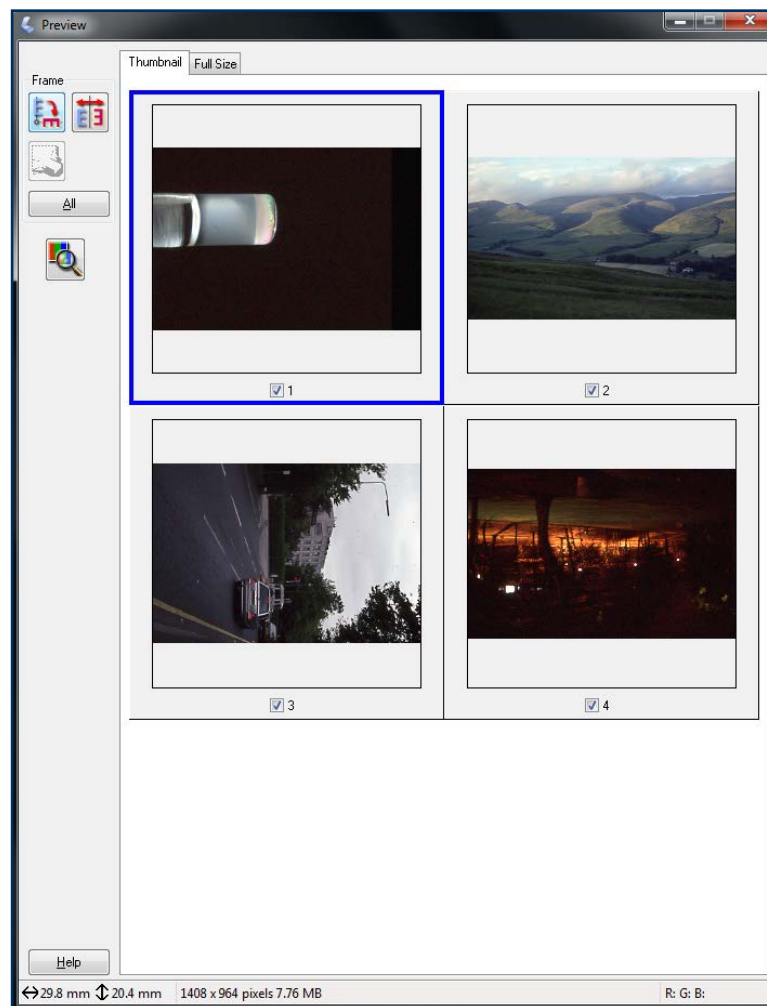


*Film scan Preview window*

**9**  The image thumbnails will be ticked by default. If you decide not to scan particular previewed images, un-ticking the associated box will prevent them from being scanned.

Note: If you click the **Scan** button at this point, your scanned image will be automatically saved to your home drive (M:). However, scanning slides or film at high resolution can result in large files and if you don't have enough space in your home drive to store the scanned images, you will encounter an error message and the scan will fail.

The **File Save Settings** button (to the right of the **Scan** button) will allow you to navigate to and select a different save location if required (the File Save Settings window may open automatically if the Scan button is clicked). The File Save Settings window will also allow you to name and select the file format you require.

See "Troubleshoot scanning" on page 4 for more information about saving scanned images.

**10**  When you are satisfied with the settings, preview and save location, click the **Scan** button. As with the Preview, scanning may take a few minutes depending on selected settings and resolution. When you have completed scanning, you may like to crop, clean or further manipulate your images in Photoshop, which is available on all uCreate computers.

uCreate

# Troubleshoot scanning

**N**ote: **The majority of scanning problems are caused by a lack of space in your home drive (M:) to store the scanned image. Your home drive is the default save location if you haven't set another prior to scanning. See the first solution on this page to find out more about file storage.**

**Problem:** '**Restart scanner**' or similar error message after initiating a scan. An error message at this stage almost always means that your Home drive (M: drive) is full. Unless you have designated a different save location for your scanned images, the system will automatically attempt to save it to your Home drive by default.

**Solution:** There are a few things you can do to resolve this problem:

- Clear out some space in your Home drive and attempt the scan again
- Save your scanned image to a portable storage device, such as a memory stick
- Save your scanned image temporarily to the uCreate 'share' drive

**N**ote: The uCreate 'share' drive should only be used as a temporary solution for file storage. The 'share' drive is a public space and files can be accessed by any uCreate user. Please also be aware that files stored in the 'share' drive will usually be removed within a month.

**Problem:** '**Cannot find a document...**' error message when using **Epson Scan Auto** or **Home** modes.

**Solution:** Relaunch the software using the Epson Scan desktop icon and then either select **Home** or **Professional** Mode from the drop-down menu on the top right of the panel.

This should allow you to scan without the same error occurring and will also allow you to make adjustments to the settings before scanning, if you wish.

**Problem:** '**Cannot connect to scanner...**' error message when launching the scanner software from the **Start Menu**

**Solution:** Some scanners enter **Sleep Mode** when not in use. Press the scanner's power button briefly to wake it up, wait for a few seconds for the scanner to initialise then relaunch the software from the **Start Menu**.

**Problem:** '**Selected folder is not writable**' (or similar) error message when using an Epson A3 scanner attached to an iMac may appear if you selected **Documents**, **Pictures** or **Desktop** when setting a save location before beginning a scan.

**Solution:** Select **Other** instead. You can now navigate to a preferred saved location or choose from the original **Document, Pictures and Desktop** options (though this time they should be selected from the **Finder** sidebar). You should now be able to scan successfully.