Xerox Desktop Scanner – EPIC Scan Repair Guide

Purpose: Use this when a user cannot scan in EPIC.

1 Unplug the Scanner
Disconnect **both power and data cables** from the **left side** of the scanner.
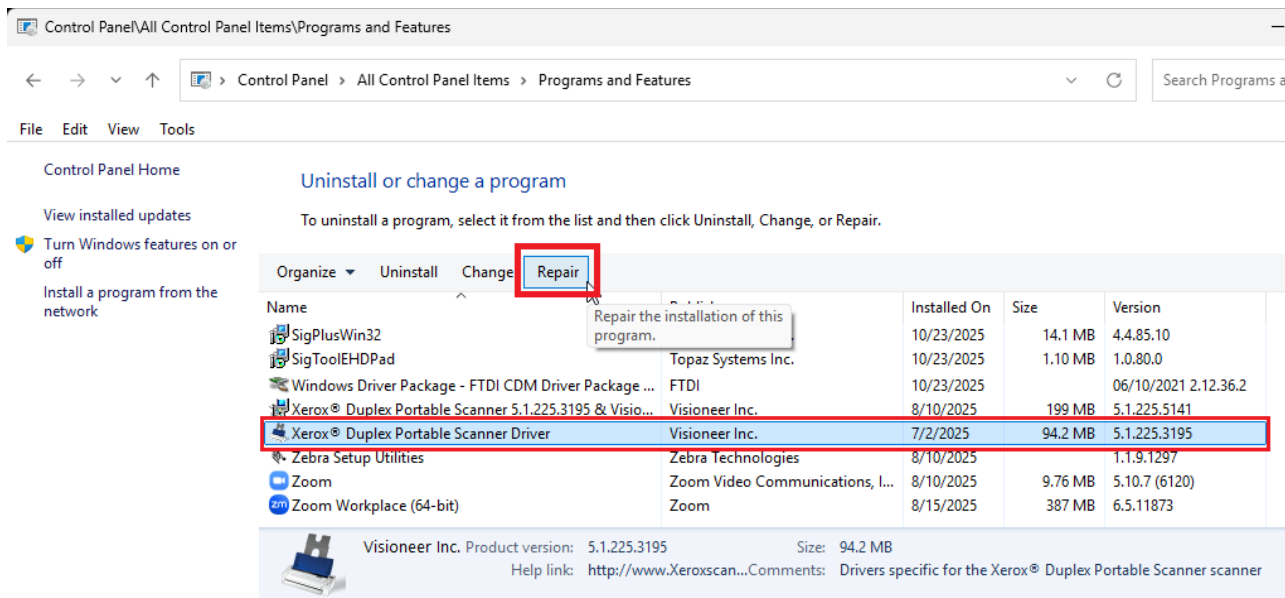
2 Close EPIC
Make sure the **EPIC web application** is completely closed.

3 Open Control Panel
Go to: **Start → Control Panel → Programs and Features**

4 Repair the Driver

- Find **Xerox Duplex Portable Scanner Driver**
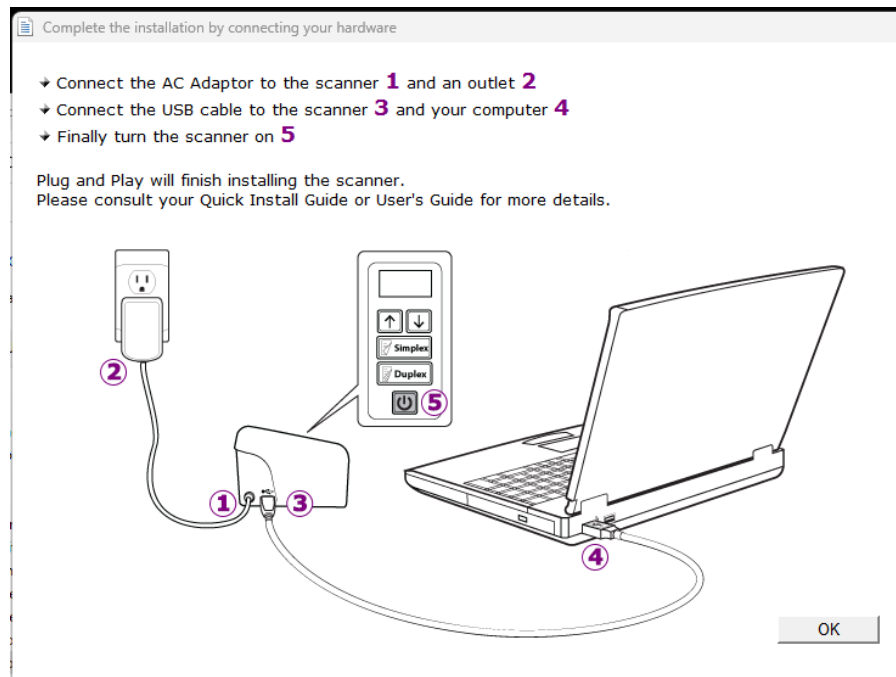- Click **Repair** at the top menu.

Reconnect and Power On

- When prompted or once the repair window appears:
  → Reconnect both cables
  → **Press the Power button**
- Wait about **1 minute** for Windows to reinstall the driver.

Test the Scanner
Reopen **EPIC** and perform a **test scan**.

Complete the installation by connecting your hardware

+ Connect the AC Adaptor to the scanner **1** and an outlet **2**
+ Connect the USB cable to the scanner **3** and your computer **4**
+ Finally turn the scanner on **5**

Plug and Play will finish installing the scanner.
Please consult your Quick Install Guide or User's Guide for more details.

OK

When the user is prompted to provide a Scan Source, Select:

Xerox Duplex Portable Scanner 5.1, which provides double-sided scanning.

Avoid **the WIA-Xerox Duplex Portable** option as this is a Windows Scanner and only scans **ONE SIDED.**