HP Scanjet Enterprise Flow 5000 s2

User Guide

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1 Product basics

This User Guide covers what you need to know about using your product.

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Product features

Table 1-1 Features

Resolution	600 pixels per inch (ppi)
Memory	256 MB of DDRII random-access memory (RAM)
Paper-handling	● **Document input tray:** Holds up to 50 sheets
	● **Two-sided scanning:** Two-sided documents scan in a single pass
	● **Delete blank pages:** Deletes blank pages from scanned output (works best with white or light-colored pages)
	● **Multi-feed detection:** Detects when multiple pages feed through simultaneously
	● **Standard output tray:** The output tray is located near the bottom of the unit and can be extended for use
Connectivity	USB 2.0 connection for connecting to a computer
Environmental features	● By default, device enters Sleep Mode after 15 minutes of inactivity
	● High content of recyclable components and materials
	● ENERGY STAR® qualified
Scanning	● Supports single-sided (simplex) and two-sided (duplex) scans
	● Support for default and user-defined scan profiles

Front view
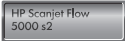
1	Document output tray
2	Front panel and LCD
3	Power button
4	Document input tray
5	Document feeder latch

Front panel

Use the buttons on the scanner front panel to start a scan and to configure some scanner settings.
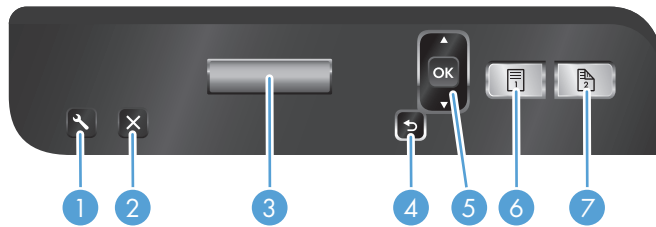
Callout	Item	Name	Description
1		Tools	Opens the HP Scanner Tools Utility where you can perform the following tasks: ● Configure the list of profiles on the device front panel ● Create scan profiles that use non-HP scanning software ● Change the device power management settings ● View information about device settings, status, and maintenance
2		Cancel	Cancels a scan in progress
3	HP Scanjet Flow 5000 s2	LCD	Displays available scan profiles, status, and error messages
4		Back	Returns to the list of profiles when viewing profile details
5		OK/Select	Allows you to scroll the list of scan profiles and view their details ● Press ▲ and ▼ to scroll through profiles ● Press OK to view scan profile details or return to the list of profiles when viewing scan profile details
6		Scan Simplex	Starts a one-sided scan
7		Scan Duplex	Starts a two-sided scan

Back view
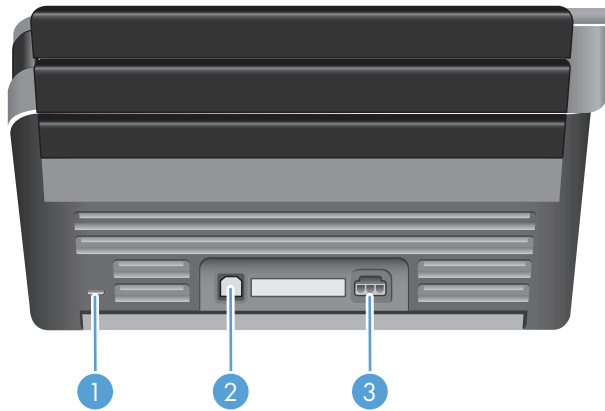
Callout	Description
1	Slot for a cable-type security lock
2	USB input
3	Power supply input

About scan profiles

If you have scan tasks that you perform frequently, you can use a scan profile to create and save a set of scan settings. This lets you quickly use the same settings each time you perform a specific scan task. You can also map a scan profile to a scanner button.

Once a profile is created, you can use the HP Smart Document Scan Software to:

- Select a profile and start a scan

- Edit a profile

- Delete a profile

- Create a new profile based on an existing profile

TIP: HP Smart Document Scan Software comes with default profiles to get you started.

If you want to use your profiles from the Scan Simplex (▤) and Scan Duplex (▧) buttons, use the HP Scanner Tools Utility to:

- Add profiles to the scanner LCD's profile list

- Reorder profiles in the scanner LCD's profile list

- Delete profiles from the scanner LCD's profile list

Scanner software

The scanner comes with a variety of scanning and document-management programs, including:

- HP Smart Document Scan Software

- HP Scanner Tools Utility

- HP TWAIN

- ISIS

HP Smart Document Scan Software

HP Smart Document Scan Software guides you through the scanning process. To open the software, double-click the HP Smart Document Scan Software icon on the desktop. For more information, see the HP Smart Document Scan Software Help.

Main Window

The Main Window is displayed when you open the HP Smart Document Scan software. Use this window to complete the following tasks:

- **Start a scan:** Load the original in the document input tray, select a profile, and then click **Scan**. The scan will be completed using the settings associated with the selected profile.

- **Work with profiles:** Create and modify profiles to specify the scanner settings and the actions to take on your scanned documents.

Scan Progress Window

The Scan Progress Window opens when you start a scan. Use this window to complete the following tasks:

- View thumbnails of the pages as they are scanned

- Scan more pages

- Rescan pages individually

- Edit pages individually to crop, rotate, and deskew the images

- Reorganize or delete pages

- Complete the scan and process the document

For more information, click **Help** on the HP Smart Document Scan Software menu bar.

HP Scanner Tools Utility

Use the HP Scanner Tools Utility to:

- Configure the list of scan profiles on the scanner front panel

- Create scan profiles that use non-HP scanning software

- Set maintenance and status update notification options

- Change the scanner's power management settings

- View scanner information (firmware version, serial number, total number of pages scanned)

To open the utility, do one of the following:

- Press the Tools (⊞) button.

- Windows XP, Vista, Windows 7: Double-click the HP Scanner Tools Utility icon on your desktop.

- Windows 8: On the **Start** screen, click the HP Scanner Tools Utility tile.

- Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **Scanjet**, point to **5000 s2**, and then click **Scanner Tools Utility**.

For more information, see the HP Scanner Tools Utility Help.

HP TWAIN

HP TWAIN allows you to scan using TWAIN-compliant scan software from other (non-HP) vendors. Not all TWAIN-compliant software works in the same way, so consult the software documentation for details on how to acquire scans.

ISIS

ISIS (Image and Scanner Interface Specification) provides a software interface between imaging/scanning hardware and software applications. ISIS drivers provide a consistent interaction with all ISIS-compliant scanners.

Sleep Mode

By default, the scanner will enter Sleep Mode after 15 minutes of inactivity, and will turn off automatically after two hours of inactivity to conserve power. To change the default sleep and auto-off settings, complete these steps:

1. Press the Tools (⊞) button to start the HP Scanner Tools Utility.

2. Click the **Settings** tab, and then select the appropriate sleep mode and auto-off settings.

   - To specify the period of inactivity after which the scanner goes into Sleep Mode, select **15 minutes** or **1 hour** from the **Sleep: Put the scanner to sleep after:** drop-down list.

   - To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour**, **2 hours**, **4 hours**, or **Never**) from the **Auto-Off: Turn off the scanner after:** drop-down list.

2 Use the scanner

The following topics describe how to load and scan originals.

- Load originals

- Scan documents

Load originals

- Document loading tips

- Load documents

- Load cards into the document input tray

Document loading tips
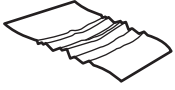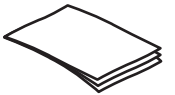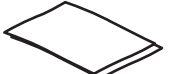
- The maximum capacity of the document input tray is 50 sheets of 75 g/m² (20 lb) paper. When using heavier paper, the maximum capacity is decreased.

- The maximum card capacity, for card stock up to 15 points, is approximately 9–10 cards.

- Be sure that your documents are within these guidelines:

Width:	52 mm to 216 mm (2.1 in to 8.5 in)
Length:	74 mm to 3100 mm (2.9 in to 122 in)
Weight:	41 g/m² to 209 g/m² (11 lb to 56 lb)

- Use the **Auto detect size** setting for page size, or set the page size to match the width and length of the page that you are scanning. For more information, see the HP Smart Document Scan Software Help.

- The scanner document feeder can process cards that meet the following specifications:

Minimum size:	52 mm x 74 mm (2.1 in x 2.9 in)
Maximum size:	210 mm x 269 mm (8.3 in x 10.6 in)
Minimum weight:	162 g/m² (8 points or 60 lb)
Maximum weight:	326 g/m² (15 points or 120 lb)

- Scanning the following types of documents might result in paper jams or damage to the documents.

	Wrinkled or creased documents		Curled documents
	Torn documents (including those torn from spiral notebooks)		Documents with paper clips or staples
	Carbon paper		Coated paper
	Extremely thin, translucent paper		Paper with adhesive notes or flags attached
	Photos		Overhead transparencies
	Papers that are stuck together		Paper where the toner has not fully dried, or with wet substances such as glue or correction fluid

- Smooth out any folds or curls in your documents before placing them into the document input tray. If the leading edge of a document is curled or folded, it may cause a paper jam.

- When loading paper that is smaller than 74 mm (2.9 in) in one dimension (such as business cards), place the pages with the long side parallel to the paper guides.

- To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear, heavyweight document sleeve no wider than 216 mm (8.5 in) before loading them into the document input tray.

  ☼ **TIP:** If you do not have an appropriately sized document sleeve, consider using a sleeve intended for use in a ring binder. Trim the ring-side edge so the sleeve is no more than 216 mm (8.5 in) wide.

- Make sure that the hatch on the document feeder is securely latched. To properly close the hatch, press until you hear a click.

- Adjust the paper guides to the width of the documents. Make sure that the paper guides touch the edges of the original. If there is any clearance between the paper guides and the edges of the documents, the scanned image might be skewed.

- When scanning a stack of mixed-width pages, center-justify the stack. Be aware that pages narrower than the maximum width in the stack may skew.

- When placing a stack of documents into the document input tray, gently place the stack face down in the input tray with the top of the document pointing downward. Do not drop the stack into the input tray and do not tap the top edge of the stack after you have placed the stack in the input tray.

- Clean the scan rollers if the rollers are visibly dirty or after scanning a document written with or written on with pencil.

Load documents

1. Extend the document input and output trays.

   a. Locate the recessed input tray extension at the top of the input tray, and then press down at the arrow and release to extend the input tray extension.

   b. Slide out the output tray, and then fold out the output tray extension and paper guides.

2. Adjust the paper guides on the document input tray to the width of the documents. Take care not to overtighten the guides, which can restrict paper feeding.

   When scanning small originals such as checks, it is especially important that the paper guides fit snugly against the edges of the original yet not restrict paper feeding.

3. Fan the stack of document pages to ensure that the pages do not stick together. Fan the edge that will be pointing into the feeder in one direction, and then fan that same edge in the opposite direction.
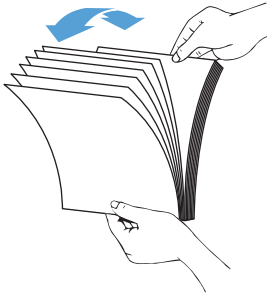
4. Align the edges of the documents by resting the side of the stack against a flat surface (such as a table top), then gently tapping the upper edge until the pages are aligned. Never tap the stack against the table top. Rotate the stack 90 degrees so that the top edge of the document is resting on the table top and repeat.
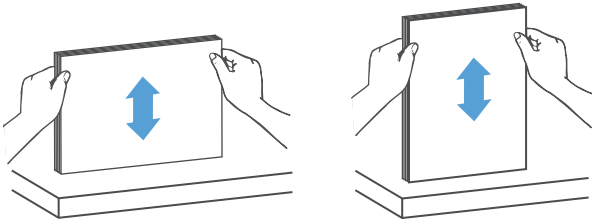
5. Gently set the stack in the document input tray. Load the pages face down with the top of the pages pointing into the document feeder.

   For best results, grip the stack on the left and right edges as shown, do not drop the stack into the document input tray, and do not tap the top edge of the stack after you have placed it in the document input tray.

   If the stack has mixed-width pages, make sure the pages are center-justified as shown.
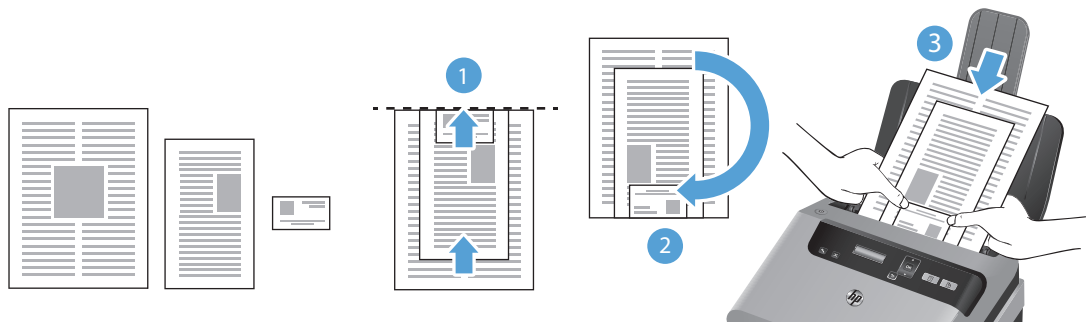
a. Arrange documents face down with the largest document on the bottom of the stack (1).

b. Place the next largest document face down on the largest document, top-justified and centered horizontally.

Repeat this step for each document in the stack.

c. When the stack is top-justified and centered horizontally, rotate the stack 180 degrees (2), and place the stack in the document input tray (3).

TIP: Avoid feeding a document with a leading edge that has been folded or frayed. When you begin scanning, select a profile whose page loading selection matches the edge you are feeding first to ensure that the scan reflects the orientation of the original document.

6. Verify that the paper guides are aligned with the edges of the stack.

Load cards into the document input tray

To load cards into the document input tray, follow these steps:

1. Place the stack of cards face down with the long dimension parallel to the paper guides.

2. Adjust the paper guides to center the cards, making sure the paper guides touch the edges of the cards.

Scan documents

The following topics describe how to scan originals using the scanner and the scanner software.

- Tips on scanning

- Scan from the front panel buttons

- Scan from HP Smart Document Scan Software

- Scan from ISIS- or TWAIN-compliant scanning software

Tips on scanning

- If the scanner LCD does not display any scan profiles, open the HP Scanner Tools Utility to load the profiles onto the scanner.

- To reduce paper jams, use scan settings that specify the actual dimensions of the pages that you are scanning.

- To cancel a scan, press the Cancel (✕) button.

- If you press the Scan Duplex (⧉) button, the scanner processes both sides of the original regardless of the scan profile setting. If you press the Scan Simplex (⊟) button, the scanner processes the face down side of the original.

- You can create scan profiles that use non-HP scanning software. For more information, see the HP Scanner Tools Utility Help.

Scan from the front panel buttons

To scan using the front panel buttons, follow these steps:

1. Load the originals.

2. Use ▼ and ▲ to select the scan profile you want.

   ☼ **TIP:** Pressing OK displays the selected scan profile's file type, color mode, and resolution. To return to the profiles list, press the Back (←) button.

3. Press either the Scan Simplex (▤) button for one-sided scans or the Scan Duplex (▥) button for two-sided scans.

Scan from HP Smart Document Scan Software

You can start a scan from the HP Smart Document Scan Software.

1. Do one of the following:

   - Double-click the **HP Smart Document Scan Software** icon on the computer desktop.

   - Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **HP Smart Document Scan Software 3.7**, and then click **HP Smart Document Scan Software 3.7**.

     📝 **NOTE:** The version number may be different.

2. Select a profile, and then click **Scan**.

   ☼ **TIP:** A description of the selected profile is displayed below the list.

3. Click **Done** to process the scan and send it to the destination defined in the scan profile.

For more information, see the HP Smart Document Scan Software Help.

Scan from ISIS- or TWAIN-compliant scanning software

You can scan an image or document directly into a software program if the program is ISIS- or TWAIN-compliant. Generally, the program is compliant if it has a menu option such as **Acquire**, **Scan**, **Import New Object**, or **Insert**. If you are unsure whether the program is compliant or what the option is, see the documentation for that program.

1. Start the scanning software, and then select the ISIS or TWAIN data source.

2. Select the settings that are appropriate for the documents that you are scanning.

3. Carry out the appropriate actions to complete the scan.

For more information, see the online help for the scanning software that you are using.

3 Overview of scanning software features

Experienced document management professionals might be interested in the following scan features. These features are available from any document ISIS or TWAIN application that allows you to modify the scan settings in its user interface.

- Work with scan profiles

- Scan long or extra-long documents

- Scan to cloud

- Faster scanning with hardware compression

- Filter out color from a document (color dropout)

- Automatically detect page size

- Automatically crop scanned image

- Automatically crop or pad scanned image to selected page size

- Automatically detect color

- Scan using text-enhanced black and white mode

- Detect multi-feeds

Work with scan profiles

Scan profiles provide a fast, efficient way to select the settings for frequently performed scanning tasks.

- You can use the HP Smart Document Scan Software to set up and modify profiles. These profiles will populate the scanner LCD profile list.

- You can use the HP Scanner Tools Utility to create profiles associated with ISIS- or TWAIN-compliant non-HP applications. These profiles will populate the scanner LCD profile list.

- You can use the ISIS and TWAIN interfaces to create profiles for use with non-HP software applications, and then use the HP Scanner Tools Utility to send the profiles to the scanner LCD.

View profiles

To view the existing HP Smart Document Scan Software profiles, follow these steps:

1. Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **HP Smart Document Scan Software 3.7**, and then click **HP Smart Document Scan Software 3.7**.

    NOTE: The version number may be different.

2. View the list of profiles.

To view all existing scan profiles, follow these steps:

1. Turn on the scanner and start the HP Scanner Tools Utility.

2. Click the **Profiles** tab.

Create HP Smart Document Scan Software profiles

To create an HP Smart Document Scan Software profile, follow these steps:

1. Click **Start**, point to **Programs** or **All Programs**, point to **HP**, point to **HP Smart Document Scan Software 3.7**, and then click **HP Smart Document Scan Software 3.7**.

    NOTE: The version number may be different.

2. Click **Create new profile**.

    The **Create New Profile** dialog box is displayed.

3. In the **Profile name** box, type the name you want or accept the default name.

    TIP: You might want to set up the new profile based on an existing one. To do so, select the **Copy settings from profile** check box, and then select an existing profile from the list.

4. Click **Continue**.

    The **Profile Settings** dialog box is displayed.

5. Select the settings for the profile by clicking on the appropriate pane and making your selections.

6. When you have finished selecting scan profile settings, click **Save** to save the new profile.

    TIP: You can add this profile to the scanner LCD profiles list using the HP Scanner Tools Utility. For more information, see the HP Scanner Tools Utility Help.

Create scan profiles that use non-HP scanning software

If you have scanning software that you want to use with your scanner, you can create profiles that use your software.

To create a scan profile that uses non-HP scan software, follow these steps:

1. Turn on the scanner and start the HP Scanner Tools Utility.

2. Click the **Profiles** tab.

3. In the **Other application profiles** area, click **Create**.

4. Complete the fields in the **Create/Edit other Application** dialog box.

    ● **Application**: Enter the complete path and filename of the scanning software you want to use, or click **Browse** to locate and select it.

    ● **Name**: Enter a name for this profile as you want it to display in the scanner LCD list. You can enter up to 32 characters (16 characters for double-byte languages such as Chinese and Asian-character languages such as Korean).

    ● **Details**: Enter a description of up to 24 characters (12 characters for double-byte and Asian-character languages).

5. **Command Line for Simplex Button** and **Command Line for Duplex Button**: If your scanning application supports specific command line parameters for scanning, enter them here.

6. When you are done, click **OK**.

7. Send the new profile to the scanner LCD list.

    a. Highlight the profile in the **Other application profiles** area, and then click **Add**.

    b. To change the location of the profile in the scanner LCD list, highlight the profile in the **Scanner LCD profiles** area, and then use the **Move Up** and **Move Down** buttons to reposition the profile.

    c. Click **OK** or **Apply** to send the updated profile list to the scanner LCD list.

☼ **TIP:** If you later want to edit or delete the non-HP software profile you created, click either **Edit** or **Delete** in the **Other application profiles** area on the **Profiles** tab.

Import and export HP Smart Document Scan Software scan profiles

Profiles can be exported into and imported from an XML file so that administrators can set up profiles for a workgroup, users can transfer their profiles from one machine to another, and users can share custom profiles with each other.

For more information, see the HP Smart Document Scan Software Help.

Import and export TWAIN scan profiles

Profiles can be exported to and imported from TWAIN-compliant non-HP software. This allows administrators to set up profiles for a workgroup, users to transfer their profiles from one machine to another, and users to share custom profiles with each other.

For more information, see the HP Smart Document Scan Software Help.

Scan long or extra-long documents

By default, the scanner will automatically detect your page size using the **Auto detect size** selection in the page size drop-down list. If you select **Auto detect standard size**, the scanner will identify the page size based upon one of the standard sizes in the list. These auto-detect selections work on any page size up to 356 mm (14 in) in length.

NOTE: Only one page at a time can be scanned when using a long or extra-long page setting.

If the scanner is set to scan long or extra-long pages and a page jams, the entire page could be wrinkled as a result of the jam. Therefore, select scan profiles that specify long or extra-long pages only when you are scanning pages longer than 356 mm (14 in).

To enable long or extra-long page scans in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan** tab of the **Profile Settings** dialog box, click **Page Size**.

4. Select the appropriate long-page option.

    ●   **Long** scans pages with a length between 356 mm (14 in) and 864 mm (34 in).

    ●   **Extra Long** scans pages with a length between 864 mm (34 in) and 3100 mm (122 in).

    The maximum resolution for a **Long** document is 600 dpi. The maximum resolution for an **Extra Long** document is 200 dpi.

NOTE: Use the ISIS or TWAIN user interface to set the page size when scanning from non-HP applications.

Some scanning and destination software might not support all of the page sizes that the scanner accepts.

Scan to cloud

The **Scan to cloud** option in HP Smart Document Scan Software allows you to scan items to your network destinations (for example, Dropbox™ or SkyDrive®). Your computer must be connected to the Internet to complete this task. For more information, see the HP Smart Document Scan Software Help.

Faster scanning with hardware compression

The scanner supports multiple levels of JPEG compression to increase the rate of data transfer from the scanner to the scanning software on the computer. The scanning software can uncompress the data in order to create scanned images. JPEG compression works on grayscale and color scans.

To enable faster data transfer in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan** tab of the **Profile Settings** dialog box, click **Hardware Options**.

4. Use the **Data transfer** slider to set the level of compression.

    ●   Higher quality sets compression to a lower value, resulting in slower data transmission.

    ●   Lower quality sets compression to a higher value, resulting in faster data transmission.

NOTE: Use the ISIS or TWAIN user interface to control compression when scanning from non-HP software.

Filter out color from a document (color dropout)

You can filter out a color channel (red, green, or blue) or up to three individual colors. For specific colors, the sensitivity setting controls how closely a scanned color must approximate the specified color.

Removing colors from the scan might reduce the scan file size and improve optical character recognition (OCR) results.

To select colors to eliminate from a scan in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Color Dropout**.

4. Under **Color dropout**, specify the color dropout settings.

    Only the color dropout options available for your scanner are selectable.

For information about the color dropout settings, see the online help for the scanning software that you are using.

NOTE: The color channel filter only applies to grayscale, halftone, and black and white scans. Specific color filters apply to all color modes.

Use the ISIS or TWAIN user interface to filter out color when scanning from non-HP scanning software.

Automatically detect page size

By default, the scanner will automatically detect your page size using the **Auto detect size** option, and will crop the scanned image to the size of the detected page and straighten any skewed content.

NOTE: Use the ISIS or TWAIN user interface to set crop options when scanning from non-HP scanning software.

For information about the auto-crop settings, see the online help for the scanning software that you are using.

Automatically crop scanned image

To automatically crop a scanned image using HP Smart Document Scan Software, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. Select your crop options.

   ● To automatically crop to the content of the document, click the **Image Processing** tab of the **Edit** dialog box, select the **Crop to content on page** check box, and then click **Crop settings**.

   ● To automatically crop to the dimensions of the document, click the **Scan Settings** tab of the **Edit** dialog box, click **Page Size**, and then select the **Auto detect size** check box.

NOTE: Use the ISIS or TWAIN user interface to set crop options when scanning from non-HP scanning software.

For information about the auto-crop settings, see the online help for the scanning software that you are using.

Automatically crop or pad scanned image to selected page size

To automatically crop or pad a scanned image to a selected page size, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. Select your crop options.

   ● To automatically crop to the content of the document, click the **Image Processing** tab of the **Edit** dialog box, select the **Crop to content on page** check box, and then click **Crop settings**.

   ● To automatically crop to the dimensions of the document, click the **Scan Settings** tab of the **Edit** dialog box, click **Page Size**, and then select the **Auto detect size** check box.

NOTE: Use the ISIS or TWAIN user interface to set crop options when scanning from non-HP scanning software.

For information about the auto-crop settings, see the online help for the scanning software that you are using.

For more information about cropping or padding a scanned image to a selected page size, see the HP Smart Document Scan Software Help.

Automatically detect color

You can use this feature to reduce the size of the scanned file by only saving pages that contain color as color scans, and saving all other pages as black and white.

To automatically detect color in a scanned image, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Image Options**, and then select **Auto detect color** from the **Mode** drop-down list.

NOTE: For information about the automatic color detection settings, see the online help for the scanning software that you are using.

Use the ISIS or TWAIN user interface to automatically detect color when scanning from non-HP scanning software.

Scan using text-enhanced black and white mode

You can use this feature to enhance the scanned image when scanning black and white text. For more information about this feature, see the HP Smart Document Scan Software Help.

Detect multi-feeds

The multi-feed detection feature stops the scan process if it senses that multiple pages are fed into the scanner at one time. This feature is enabled by default.

You might want to disable this feature if you are scanning:

*   Multipart forms (a use that HP does not recommend).

*   Documents which have labels or sticky notes attached to them.

To change this setting in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit profile**.

3. On the **Scan Settings** tab of the **Profile Settings** dialog box, click **Hardware Options**, and then select or clear the **Misfeed (multipick) detection** check box.

    For detailed information on this feature and its options, see the HP Smart Document Scan Software Help.

NOTE: Use the ISIS or TWAIN user interface to enable multi-feed detection when scanning from non-HP software.

4 Care and maintenance

This section presents information about how to care for and maintain the scanner. For the latest maintenance information, see www.hp.com/support.

- HP Scanner Tools Utility Maintenance tab

- Order maintenance and scanning supplies

- Clean the scanning strips

- Clean the paper path

- Clean the rollers

- Replace the rollers

Occasional cleaning of the scanner helps ensure high-quality scans. The amount of care necessary depends upon several factors, including the amount of use and the environment. You should perform routine cleaning as necessary.

HP Scanner Tools Utility Maintenance tab

The **Maintenance** tab of the HP Scanner Tools Utility displays the scanner usage and maintenance history. You can record scanner maintenance activity here.

For detailed information, see the HP Scanner Tools Utility Help. To open the Help, press the Tools (🔧) button on the scanner front panel, and then click **Help** in the HP Scanner Tools Utility dialog box displayed on your computer.

Order maintenance and scanning supplies

You can purchase maintenance parts for your scanner.

1. Go to the HP scanner parts Web site at www.hp.com/buy/parts.

2. Select your language, and then click the arrow to the right of the language drop-down list.

Clean the scanning strips

Clean both strips of glass inside the document feeder periodically, including any time a scanned image has streaks. Lightly dust the small strips of gray reflective material if debris is present.

To clean these components, follow these steps:

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.

2. Open the document feeder hatch.

3. Clean the strips with a soft, lint-free cloth that has been sprayed with a mild glass cleaner.
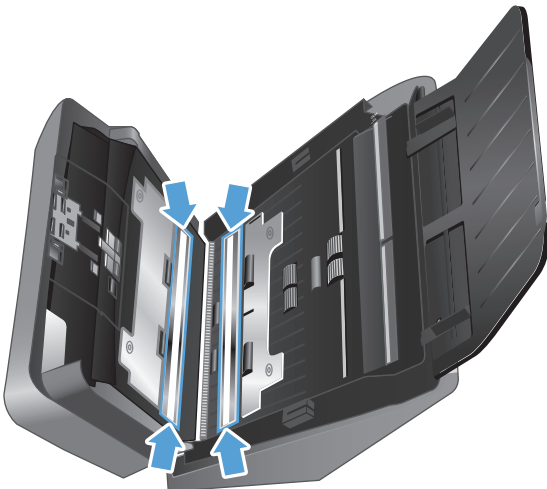
    ⚠ CAUTION: Use only glass cleaner to clean the scanning strips. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanning strips. Avoid isopropyl alcohol because it can leave streaks on the scanning strips.

    Do not spray the glass cleaner directly on the scanning strips.

4. Dry the scanning strips with a dry, soft, lint-free cloth, making sure to wipe the small strips of gray reflective material on each strip.

5. Close the document feeder hatch, reconnect the USB cable and power supply to the scanner, and then press the Power (⏻) button to turn on the scanner.

Clean the paper path

If scanned images have streaks or scratches, use an HP paper path cleaning cloth to clean the paper path.

NOTE: If you experience repeated document jams, clean the rollers.

To clean the paper path, follow these steps:

1. Open the sealed HP paper path cleaning cloth container, starting at the notch. Take care not to tear the cleaning cloth.

2. Remove the cleaning cloth and unfold it.

3. Place the unfolded cloth into the document input tray.

4. Press the Tools (⚒) button to open the HP Scanner Tools Utility, and then click the **Maintenance** tab.

5. Under **Clean Paper Path**, click **Clean** to feed the cloth through the scanner.

   ⚠ CAUTION: Wait two minutes for the components to dry before proceeding to the next step.

6. Place up to five pages of printed paper in the scanner. Scan and view the results.

7. If streaks still appear, repeat steps 3 through 6.

   The cleaning cloth can be cycled through the scanner up to five times within 30 minutes. After that, the cloth will dry out. If repeated cycling of the cleaning cloth does not remove the streaks from the scanned images, clean the rollers.

8. Under **Record Cleaning Paper Path**, click **Record Cleaning** to log this cleaning activity and update the paper path cleaning history.

Clean the rollers

Clean the rollers under the following conditions:

- The HP Scanner Tools Utility indicates that cleaning is needed.

- You experience repeated document jams.

- The document feeder does not pull pages into the paper path.

- The scanned images are elongated.

- You frequently scan any of the following types of documents: coated paper, chemically treated documents such as carbonless paper, documents with a large amount of calcium carbonate, documents written with or written on with pencil, documents printed by inkjet printers, documents on which the toner has not fused.

To clean the rollers, follow these steps:

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.

2. Open the document feeder hatch.

3. On the rear of the open document feeder, raise the feed roller covers to expose the upper feed rollers.
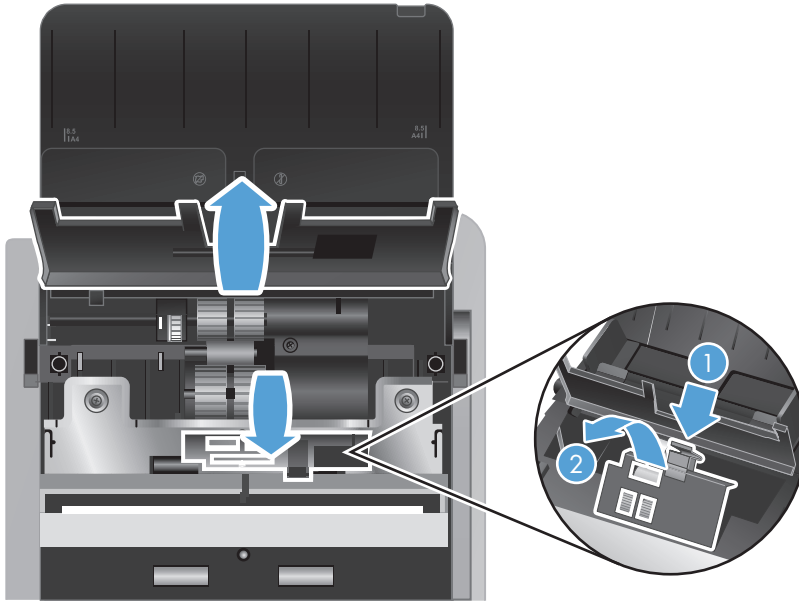
4. On the front of the open document feeder, squeeze in on the tabs on the roller cover assembly and pull gently forward to expose the upper feed rollers.

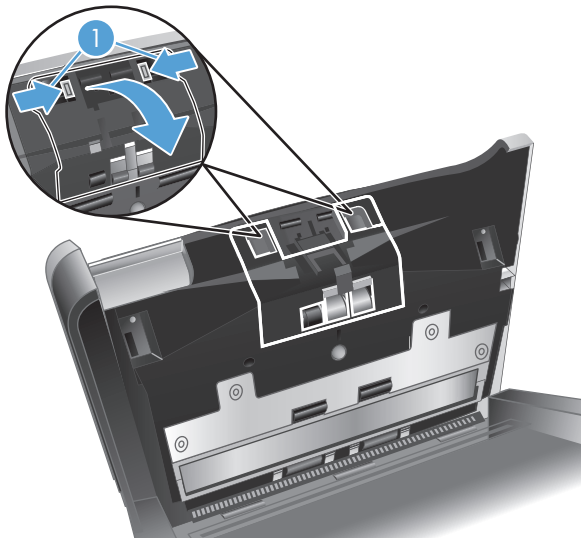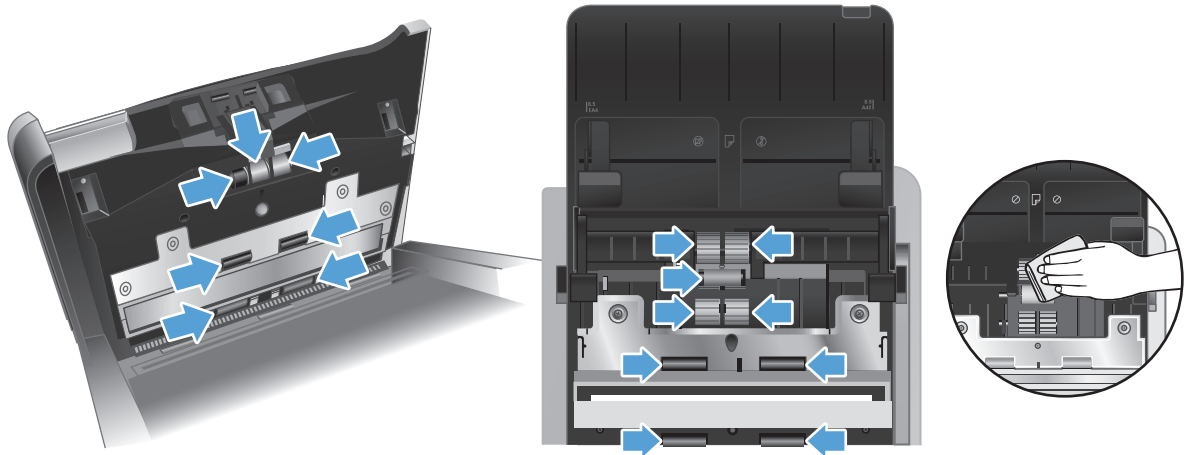**5.** Using an HP paper path cleaning cloth or a clean, lint-free cloth moistened with distilled water or clean tap water, wipe the feed rollers on both sides of the open hatch.

Wipe the rollers from the top down, rotating the rollers a full 360 degrees to ensure that you wipe the complete surface.

> ⚠ **CAUTION:** Wait two minutes for the feed rollers to dry before loading documents into the document input tray.

6. Close the roller covers on the front and rear of the open document feeder hatch.

   a. Close the bottom roller cover on the rear of the hatch, pressing firmly until you hear a click.

   b. Close the top roller cover on the rear of the hatch (this cover does not click into place).

   c. Close the roller cover on the front of the hatch, pressing firmly until you hear a click.

7. Close the document feeder hatch, and then reconnect the USB cable and power supply to the scanner.

8. Press the Power (⏻) button to turn on the scanner, and then update the scanner maintenance history.

   a. Press the Tools (🔧) button to open the HP Scanner Tools Utility.

   b. Under **Record Cleaning Rollers**, click **Record Cleaning** to log this cleaning activity and update the roller cleaning history.

     For more information, see the HP Scanner Tools Utility Help.

Replace the rollers

Replace the rollers under the following conditions:

● When the **Maintenance Recommended** dialog box indicates they are due for maintenance.

● If you experience repeated document jams and cleaning the rollers did not help.

The roller replacement kit contains rollers and installation instructions. To order the replacement kit, go to www.hp.com/support.

NOTE: The roller replacement kit is a consumable and is not covered under warranty or standard service agreements.

To replace the rollers, follow these steps:

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the USB cable and power supply from the scanner.

2. Open the document feeder hatch.

3. On the rear of the open document feeder, raise the feed roller covers to expose the upper feed rollers.
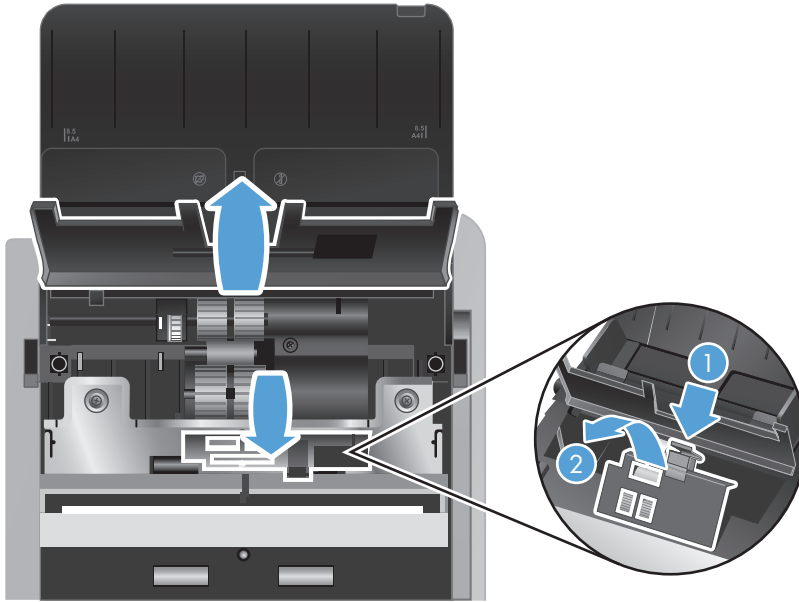
4. Slide each of the feed rollers to the right to free them from their respective pins and set the rollers aside.
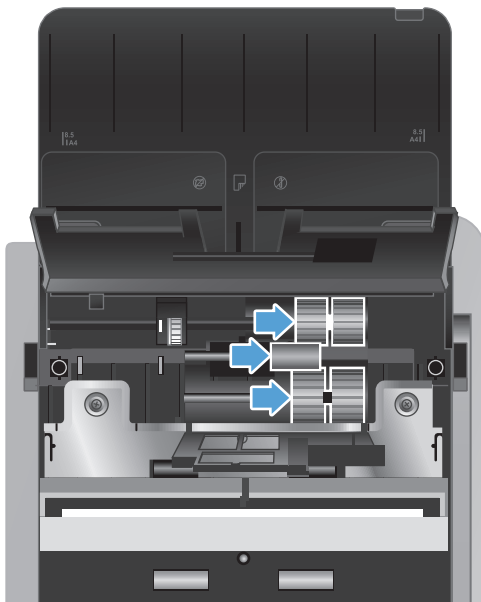
5. Replace the feed rollers with the comparable rollers from the roller replacement kit.

⚠ **CAUTION:** Make sure to insert the new rollers onto their respective pins, as shown in the previous figure.

- Insert the medium-sized double roller onto the top pin and slide it to the left.

- Insert the single roller onto the center pin and slide it to the left.

- Insert the large double roller onto the bottom pin and slide it to the left.

6. Close the roller covers on the rear of the open document feeder hatch.

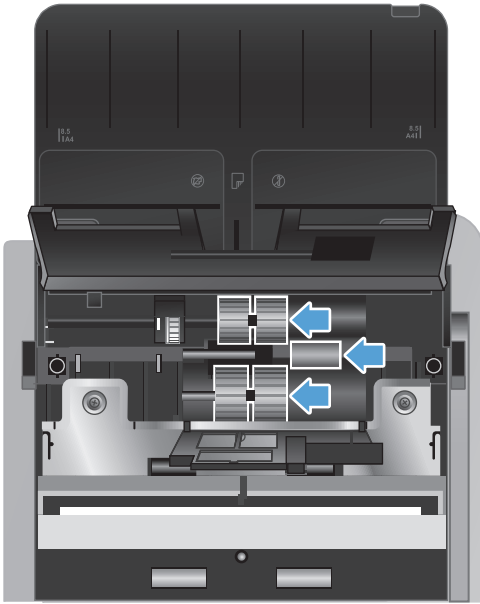   a. Close the bottom roller cover on the rear of the hatch, pressing firmly until you hear a click.

   b. Close the top roller cover on the rear of the hatch (this cover does not click into place).

7. On the front of the open document feeder, squeeze in on the tabs on the roller cover assembly and pull gently forward to expose the upper feed rollers.

8. Remove the front roller.

a. Slide your fingertip behind the roller pin (1) and pull forward to release the pin from its housing (2).

b. Slide the roller forward to free it from the pin (3) and set the roller aside.

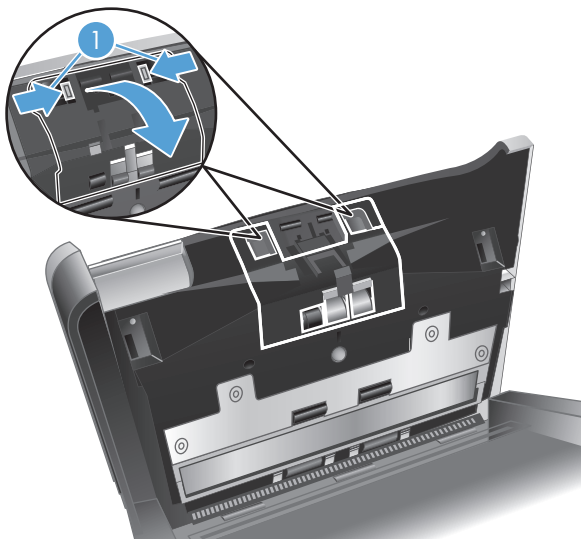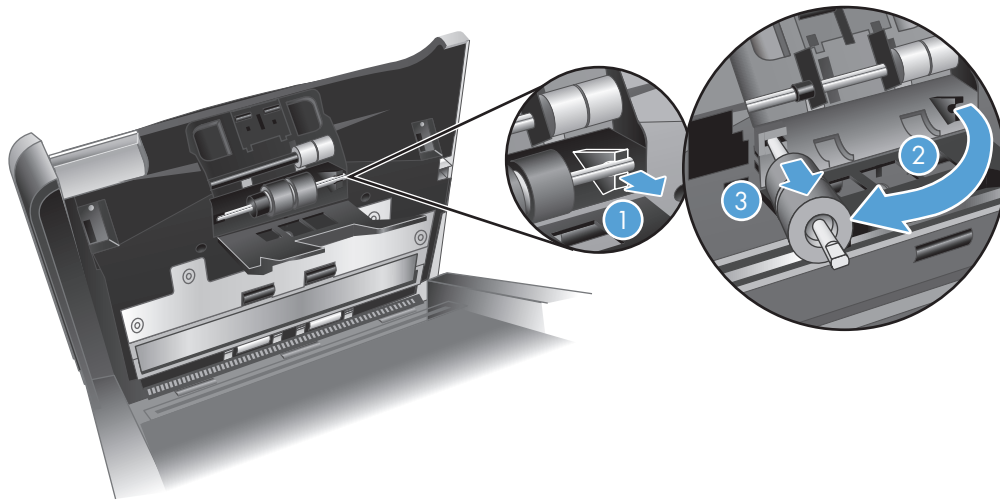**9.** Replace the front roller with the comparable roller from the roller replacement kit.
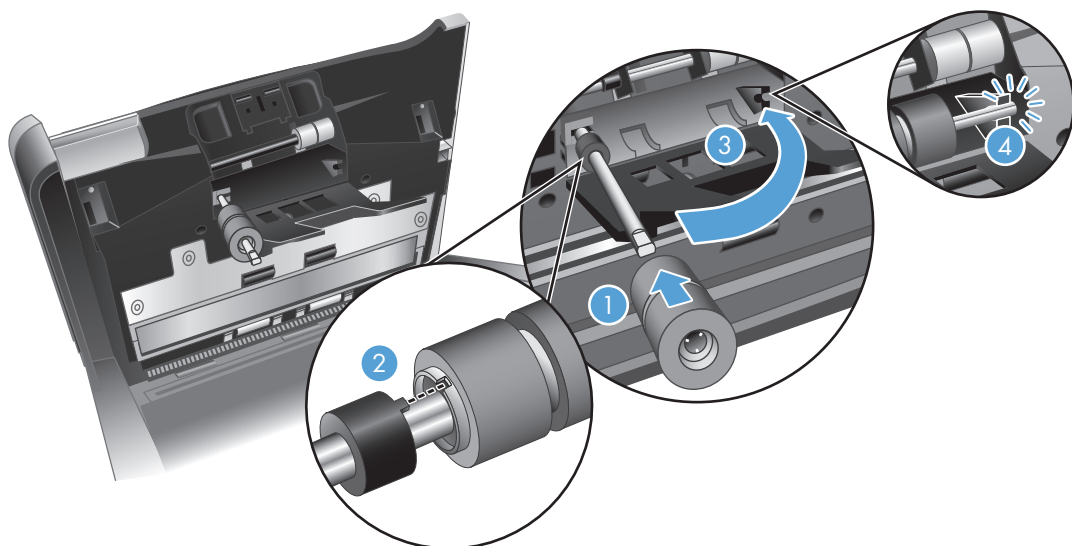
a. Slide the replacement roller onto its pin (1), rotate the roller as necessary to align the slots on the roller assembly with the pegs on the pin (2), and then slide the roller to the left until it clicks into place.

b. Press the roller pin backward until it touches the pin clip (3), and then press firmly until the pin clicks into place (4).

10. Close the roller cover on the front of the hatch, pressing firmly until you hear a click.

11. Close the document feeder hatch, and then reconnect the USB cable and power supply to the scanner.

12. Press the Power (⏻) button to turn on the scanner, and then update the scanner maintenance history:

a. Press the Tools (⌨) button on the scanner front panel to open on the HP Scanner Tools Utility.

b. Under **Record Replacement**, click **Record Replacement** to log this replacement activity and update the roller replacement history.

For more information, see the HP Scanner Tools Utility Help.

NOTE: HP recommends that you replace the rollers every 100,000 scans.

The HP Scanner Tools Utility can remind you when service is needed, which depends on many conditions and might be sooner than this replacement interval.

5 Troubleshooting

This section contains solutions for common problems with the scanner.

- Scanner errors
- Basic troubleshooting tips
- Scanner installation troubleshooting
- Scanner initialization or hardware problems
- Scanner operation problems
- Scanner buttons are not working correctly
- Scanner paper path problems

For additional troubleshooting, see the Help for the HP scanning program that you are using.

Scanner errors

For help responding to an error, see the appropriate topics below.

Error	Description
USB Error	**1.** Check the USB connection between the scanner and the computer.
	2. Use the Windows Device Manager tool to verify that the computer recognizes the scanner.
	● **Windows 8:** Right-click the **Start** screen, click **All apps**, scroll to the right until you see the Windows System heading, click **Control Panel**, click **Hardware and Sound**, and then click **Device Manager**.
	TIP: You can also access Device Manager from the Power User Menu (press **<WIN>+<X>** to access this menu).
	● **Vista, Windows 7:** If you have the categorized Control Panel view, select **Control Panel**, select **Hardware and Sound**, and then select **Device Manager**. If you have the Classic view, select **Control Panel**, then select **Device Manager**.
	● **Windows XP:** The **Windows Device Manager** tool is available on the **Hardware** tab of the **Systems** tool in the **Control Panel**.
	3. If the computer does not recognize the scanner, uninstall and then reinstall the scanner software.
	4. If the problem persists, see www.hp.com/support.
Paper Jam	A document feeder paper jam has been detected. Open the hatch and clear the jam.
Hatch Open	The hatch on the document feeder is open or not securely latched. Please close the hatch by pressing until you hear a click, and then rescan.
Paper Error	The document feeder cannot pick up the paper or there was a misfeed (multipick). Follow these steps to resolve the error:
	1. Remove the paper from the document feeder.
	2. Sort through the stack to make sure the sheets are not stuck together, and that there are no pages with attached sticky notes.
	3. Make sure the paper meets the size and weight specifications, as specified in the scanner User Guide.
	4. Verify that the removable rollers are installed correctly.
	5. Replace the stack of originals and try again.
Hardware Error	A hardware failure occurred. Press the Power (⏻) button to turn off the scanner, wait 30 seconds, and then turn on the scanner. If the message is still displayed, see www.hp.com/support.

Basic troubleshooting tips

Simple issues such as smudges on the scanning strips or loose cables can cause your scanner to produce fuzzy scans, operate in an unexpected manner, or fail to operate. Always check the following items when you encounter scanning problems.

- If scans are fuzzy, check to see if the scanning strips inside the document feeder are dirty or smudged. If so, clean the scanning strips.

  If you are scanning a document that will be analyzed using Optical Character Recognition (OCR), make sure that the original document is clear enough to be analyzed.

- Make sure that the USB and power cables are firmly seated in their respective connectors on the back of the scanner, and that the power cord is plugged into a working electrical outlet or surge protector.

- Make sure the scanner has not automatically powered off. If it has, press the Power (⏻) button to turn on the scanner.

  TIP: You can change the auto-off setting on the **Settings** tab of the HP Scanner Tools Utility.

- Ensure that the scanner is receiving power.

  - Check that the green LED on the power supply case is on.

  - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

  - If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

- If you receive a **Scanner not found** error message when trying to use the scanner, turn off the scanner, wait 30 seconds, and then turn on the scanner. If you still receive this message, you might need to reset the scanner.

- If you have connected the scanner to the computer through a USB hub or through a USB port on the front of the computer, disconnect the scanner and then reconnect it to a USB port on the back of the computer.

- Make sure that the scanner buttons are enabled.

- Turn off the scanner, wait 30 seconds, and then turn on the scanner.

- Make sure the document feeder hatch is closed.

- Restart the computer.

If you continue to have problems, it is possible that your HP scanning software, firmware, or associated drivers are out of date or have become corrupted. See www.hp.com/support to locate software, firmware, and driver updates for your scanner.

Scanner installation troubleshooting

- Check the cables

- Uninstall and then reinstall the HP Scanjet drivers and tools

Check the cables

Cable type	Action
Power cable	The power cable is connected between the scanner and a power outlet. • Ensure that the power cable is securely connected between the scanner and a live electrical outlet or surge protector. • If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on. • Press the Power ((⏻)) button to turn off the scanner, and then turn off the computer. After 30 seconds, turn on the scanner and then turn on the computer, in that order.
USB cable	The USB cable is connected between the scanner and the computer. • Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner. • Ensure that the USB cable is securely connected between the scanner and the computer. • If the USB cable is connected to a USB port on the front of the computer, move it to a USB port on the back of the computer. For additional USB troubleshooting information, see www.hp.com/support, select your country/region, and then use the search tool to find USB troubleshooting topics.

Uninstall and then reinstall the HP Scanjet drivers and tools

If checking the scanner cable connections did not solve the problem, the problem might have occurred because of an incomplete installation. Try uninstalling and then reinstalling the HP Scanjet drivers and tools.

1. Press the Power ((⏻)) button to turn off the scanner, and then disconnect the USB cable and power cable from the scanner.

2. On the computer, uninstall the following applications using the **Programs and Features** tool (Vista, Windows 7, Windows 8) or the **Add/Remove** tool (Windows XP):

    - HP Scanjet Enterprise Flow 5000 s2

    - HP Scanjet 5000 s2 ISIS Driver

    - HP Smart Document Scan Software (the version may vary depending upon your installation)

      HP ScanjetPlgin

3. Restart the computer.

4. Use the HP Scanning Software CD that came with the scanner to reinstall the HP Scanjet drivers and tools.

5. Reconnect the USB cable and power cable to the scanner, and then press the Power ((⏻)) button to turn on the scanner.

Scanner initialization or hardware problems

- Check the USB connection
- Check that the scanner has power
- Reset the scanner
- The scanner has stopped working correctly

Check the USB connection

Check the physical connection to the scanner.

- Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.

- Ensure that the USB cable is securely connected between the scanner and the computer. The trident icon on the USB cable faces up when the cable is properly connected to the scanner.

If the problem persists after verifying the above items, try the following:

1. Do one of the following tasks depending on how the scanner is connected to the computer:

   - If the USB cable is connected to a USB hub or a docking station for a laptop, disconnect the USB cable from the USB hub or the docking station, and then connect the USB cable to a USB port on the back of the computer.

   - If the USB cable is directly connected to the computer, plug it into a different USB port on the back of the computer.

   - Remove all other USB devices from the computer except for the keyboard and the mouse.

2. Press the Power (⏻) button to turn off the scanner, wait 30 seconds, and then turn on the scanner.

3. Restart the computer.

4. After the computer has restarted, try using the scanner.

   - If the scanner works, reconnect any additional USB devices one at a time; try the scanner after connecting each additional device. Disconnect any USB devices that prevent the scanner from working.

   - If the scanner does not work, uninstall and then reinstall the HP Scanjet drivers and tools:

     ◦ HP Scanjet Enterprise Flow 5000 s2

     ◦ HP Scanjet 5000 s2 ISIS Driver

     ◦ HP Smart Document Scan Software (the version may vary depending upon your installation)

Check that the scanner has power

The power cable is connected between the scanner and a power outlet.

- Ensure that the power cable is securely connected between the scanner and a live electrical outlet.
- If the power cable is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.
- Ensure that the scanner is receiving power.
  - Check that the green LED on the power supply case is on.
  - If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.
  - If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

If the problem persists after verifying the above items, follow these steps:

1. Press the Power (⏻) button to turn off the scanner, and then disconnect the power supply from the scanner.
2. Wait 30 seconds.
3. Reconnect the power supply, and then press the Power (⏻) button to turn on the scanner.

Reset the scanner

You might need to reset the scanner under the following conditions:

- If you receive an error message similar to **Scanner initialization failed** when trying to use the scanner.
- If you receive a **Scanner not found** error message when trying to use the scanner and turning the power off for 30 seconds, and then back on, did not resolve the error.

To reset the scanner, follow these steps:

1. Close the HP Smart Document Scan Software and HP Scanner Tools Utility, if they are open.
2. Press the Power (⏻) button to turn off the scanner, and then disconnect the power supply from the scanner.
3. Wait 30 seconds.
4. Reconnect the power supply, and then press the Power (⏻) button to turn on the scanner.

The scanner has stopped working correctly

If the scanner stops scanning, follow these steps. After each step, start a scan to see if the scanner is working. If the problem persists, proceed with the next step.

1. A cable might be loose. Ensure that both the USB cable and power supply are properly connected.

   Use the cable that was included with the scanner. Another USB cable might not be compatible with the scanner.

2. Ensure that the scanner is receiving power.

      a. Check that the green LED on the power supply case is on.

      b. If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

      c. If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

3. Unplug the power cable from the power source, wait 30 seconds, and then plug it back in.

4. Restart your computer.

5. Uninstall the following applications using the **Programs and Features** tool (Vista, Windows 7, Windows 8) or the **Add/Remove** tool (Windows XP):

- HP Scanjet Enterprise Flow 5000 s2

- HP Scanjet 5000 s2 ISIS Driver

- HP Smart Document Scan Software (the version may vary depending upon your installation)

6. Reinstall the applications using the HP Scanning Software CD that came with your scanner.

7. Reconnect the USB cable and power cable to the scanner, and then press the Power (⏻) button to turn on the scanner.

Scanner operation problems

Scanner will not turn on

If the scanner will not turn on when you press the Power (⏻) button, check the following:

- The scanner may have been unplugged. Check to see that the power supply has not become disconnected from the scanner or unplugged from the power source.

- The power supply might not be working.

    ◦ Check that the green LED on the power supply case is on.

    ◦ If the green LED is not on, ensure that power is available to the power outlet or surge protector that the power supply is plugged into.

    ◦ If power is available to the power outlet or surge protector but the green LED is still not on, the power supply might be defective. Contact www.hp.com/support for assistance.

Scanner keeps turning off

By default, the scanner will enter Sleep Mode after 15 minutes of inactivity, and will turn off automatically after two hours of inactivity to conserve power.

To change the defaults, complete these steps:

1. Press the Tools (⚒) button to start the HP Scanner Tools Utility.

2. Click the **Settings** tab, and then select the appropriate Sleep Mode and Auto-Off settings.

- To specify the period of inactivity after which the scanner goes into Sleep Mode, select **15 minutes** or **1 hour** from the **Sleep: Put the scanner to sleep after:** drop-down list.

- To specify the period of inactivity after which the scanner automatically turns off, select the appropriate value (**1 hour**, **2 hours**, **4 hours**, or **Never**) from the **Auto-Off: Turn off the scanner after:** drop-down list.

The LCD is having display issues or scanner buttons are not working as expected

The following symptoms indicate a problem with the scanner front panel.

- LCD issues: The display is blank, or part of the display content is missing.

- Button issues: Buttons are unresponsive, or the wrong action occurs when you press a button (for example, you get a single-sided scan when you press the Scan Duplex (⧉) button.

- LED issues: LEDs are not working, or are staying in the wrong state.

If the scanner exhibits any of these problems, contact HP support at www.hp.com/support.

Scanner does not scan right away

Make sure the document feeder hatch is closed, and that the scanner is turned on.

Scanner scans only one side of a two-sided page

- When scanning using the scanner buttons, press the Scan Duplex (⧉) button.

- When using a scan profile for a non-HP application, verify that the application supports duplex scanning.

Scanned pages are missing at the scan destination

When scanning, pages that stick together are scanned as one item. The hidden pages are not scanned.

The multi-feed detection feature stops the scan if multiple pages are fed into the scanner at one time. To enable multi-feed detection in an HP Smart Document Scan Software profile, follow these steps:

1. Open the HP Smart Document Scan Software.

2. Select a scan profile, and then click **Edit**.

3. On the **Scan** tab of the **Profile Settings** dialog box, select **Hardware Options**.

4. Select the **Misfeed (multipick) detection** check box.

Scanned image is fuzzy

- Verify that the document original is not fuzzy.

- Check for any obstructions in the scanner paper path and make sure the paper width guides are positioned appropriately. Try another scan.

- Clean the scanning strips inside the document feeder.

- Check the data transfer compression setting. If scanner compression is high, scanned data might be lost by the compression.

Scanned pages are out of order at the scan destination

- Verify that the page order of the original document is correct before placing the document face down into the document input tray.

- Make sure that there are no staples, paper clips, or any other attached material (such as adhesive notes) that may cause the pages to feed incorrectly.

- Verify that pages are not stuck together.

Optimize scanning and task speeds

Several settings influence the total time for a scanning job. When you want to optimize scanning performance, consider the following information.

- To optimize performance, make sure your computer meets the recommended system requirements. To view minimum and recommended system requirements, see www.hp.com, select your country/region, search on your scanner model, and then search on **datasheet**.

- In the scanning software, choose the layout setting that matches the orientation of the originals in the document input tray.

- In the HP Smart Document Scan Software, adjust the data transfer rate. A low setting produces a higher quality scan image at a slower scan speed; a high setting produces a lower quality scan image at a faster scan speed. For more information, see the HP Smart Document Scan Software Help.

- Saving a scanned image to a searchable format (for example, searchable PDF) takes more time than saving to an image format because the scanned image is analyzed using Optical Character Recognition (OCR). Verify that you need a searchable output file before selecting a searchable scan format.

NOTE: For the best OCR results, scanner compression should be set to the minimum compression level.

  - For most fonts, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.

  - For Asian fonts and small fonts, 400 dpi is the recommended resolution.

- Scanning at a higher resolution than necessary increases scanning time and creates a larger file with no additional benefit. If you are scanning at a high resolution, set the resolution to a lower level to increase scanning speed.

The scan is completely black or completely white

- The item might not be placed correctly in the document input tray. Make sure that the item you are trying to scan is placed face down in the document input tray.

- If you are scanning to a black and white image, make sure your black and white threshold is not set to either extreme (0 or 255). Setting the threshold to an extreme will result in an image that is all white or all black.

Scanned images are not straight

- Verify that the document feeder guides are centered on the scanner and set to an appropriate width for the original being scanned. Make sure the paper guides touch the edges of the original.

- If you are scanning a mixed-size stack, make sure the pages are properly prepared and placed in the document input tray as shown
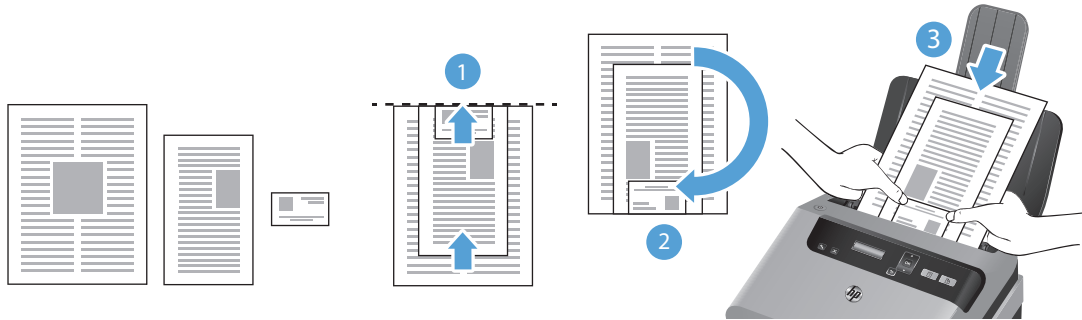
  ◦ Arrange documents face down with the largest document on the bottom of the stack (1).

  ◦ Place the next largest document face down on the largest document, top-justified and centered horizontally.

    Repeat this step for each document in the stack.

  ◦ When the stack is top-justified and centered horizontally, rotate the stack 180 degrees (2), and place the stack in the document input tray (3).

- Use the **Straighten Content** feature to correct images that might have become skewed during the scanning process.

  > **NOTE:** Edge-based content straightening will happen automatically when you select **Auto detect size** as the page size option.

Vertical white stripes appear on the printed page

The destination printer might be out of toner or ink. Scan a different original to the same printer to see if the issue lies with the printer.

If the second scan has the same problem, try scanning to a different printer.

Vertical colored stripes appear on the printed page

Dust can build up on the scanning strips inside the document feeder and cause artifacts in scanned images. Clean the scanning strips with a soft, lint-free cloth that has been sprayed with a mild glass cleaner.

Scan files are too large

If the saved scan files are very large, try the following:

- Most scanning software, including HP Smart Document Scan Software, allows you to select a smaller file size when selecting the output file type.

- Verify the scan resolution setting:

  ◦ 200 dpi is sufficient for storing documents as images.

  ◦ For most fonts, 300 dpi is sufficient for using optical character recognition (OCR) to create editable text.

  ◦ For Asian fonts and small fonts, 400 dpi is the recommended resolution.

Scanning at a higher resolution than necessary creates a larger file with no additional benefit.

- Color scans create larger files than do black and white scans.

- If you are scanning a large number of pages at one time, consider scanning fewer pages at a time to create more, smaller files.

Scanner buttons are not working correctly

After each step, press a button to see if it is working correctly. If the problem persists, proceed with the next step.

1. A cable might be loose. Ensure that the USB cable and the power supply are securely connected.

2. The HP Scanner Tools Utility might have been used to disable the buttons. If so, use the HP Scanner Tools Utility to re-enable the buttons.

3. Turn off the scanner, wait 30 seconds, and then turn the scanner back on.

4. Restart your computer.

5. If the problem persists, the buttons might be disabled outside of the HP Scanner Tools Utility. Try the following procedure:

   a. Open **Control Panel** and locate the scanner.

      ● **Vista, Windows 7, and Windows 8:** Select **Hardware and Sound**, and then select **Devices and Printers**.

      ● **Windows XP:** Select **Hardware and Sound**, and then select **Scanners and Cameras**.

   b. Display the scanner properties:

      ● **Windows 8:** Click **Start**, point to **Administrative Tools**, and then click **Scan Management**. In the left pane click **Scan Management**, right-click **Managed Scanners**, and then click **Properties**.

      ● **Windows 7:** Right-click your scanner model, click **Scan properties**, and then click the **Events** tab.

      ● **Windows XP and Vista:** Right-click your scanner model, click **Properties**, and then click the **Events** tab.

   c. Examine the buttons setting for your scanner, ensure that the **Take no action** option is not selected, and then click **OK**.

6. If the problem still persists, there may be a problem with the front panel. Contact HP Support at www.hp.com/support.

Scanner paper path problems

Paper jamming, skewing, misfeeds, or multiple-page feeds

- Scanning damp or wet pages can cause paper jams. Make sure that the pages you are feeding are completely dry (toner is dry, there are no wet substances such as glue or correction fluid).

- Check that all rollers are in place, are clean, and that the roller door and document feeder hatch are closed.

- If you are scanning a mixed-size stack, make sure the pages are properly prepared and placed in the document input tray as shown
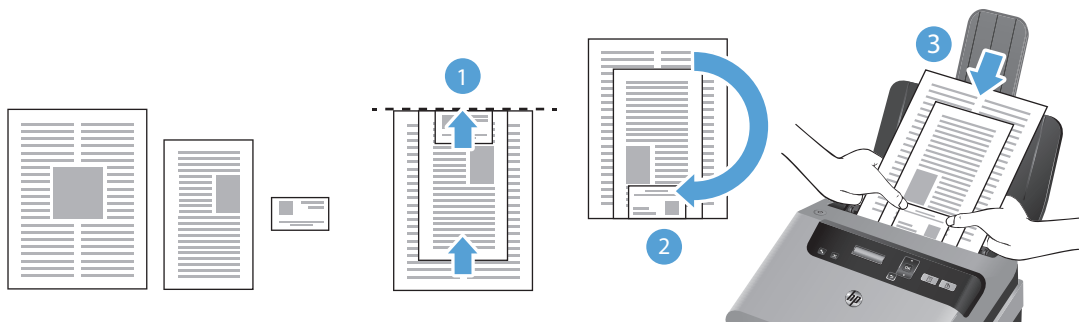
  ◦ Arrange documents face down with the largest document on the bottom of the stack (1).

  ◦ Place the next largest document face down on the largest document, top-justified and centered horizontally.

    Repeat this step for each document in the stack.

  ◦ When the stack is top-justified and centered horizontally, rotate the stack 180 degrees (2), and place the stack in the document input tray (3).

- If the pages look skewed as they feed into the scanner paper path, check the resulting scanned images in the software to ensure that they are not skewed.

- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.

- The paper guides must be touching the sides of the paper stack to work properly. Please ensure that the paper stack is straight and the guides are against the paper stack.

- The input tray or output tray might contain more than the maximum number of pages. Load fewer pages in the input tray, and remove pages from the output tray.

- Clean the scanner paper path to help reduce misfeeds. If misfeeds still occur, clean the rollers. If misfeeds still occur, replace the rollers.

Scanning fragile originals

To scan fragile documents (such as photos or documents on wrinkled or very lightweight paper), place the document in a clear, heavyweight document sleeve no wider than 216 mm (8.5 in) before loading them into the document input tray.

☼ **TIP:** If you do not have an appropriately sized document sleeve, consider using a sleeve intended for use in a ring binder. Trim the ring-side edge so the sleeve is no more than 216 mm (8.5 in) wide.

Paper does not feed from the scanner

Reload the pages into the document input tray, ensuring that they make contact with the rollers.

The document feeder hatch might not be securely latched. Open the hatch and then close it, pressing firmly to ensure the hatch is closed.

A problem with the scanner hardware might exist. Follow this procedure to test the scanner:

1. Ensure that the power supply is securely connected between the scanner and a live electrical outlet or surge protector. Check that the green LED on the power supply case is on to verify that the power supply is functional.

2. If the power supply is connected to a surge protector, ensure that the surge protector is plugged into an outlet and turned on.

3. Press the Power (⏻) button to turn off the scanner, disconnect the power supply from the scanner, and then turn off the computer to which the scanner is connected. Wait 30 seconds, reconnect the power supply to the scanner, press the Power (⏻) button to turn on the scanner, and then turn on the computer.

4. Try to rescan.

Originals are curling up in the scanner output tray

Under dry conditions, lightweight originals such as those printed on carbonless copy paper may curl in the output tray. To minimize curl, flatten curled edges on the originals before placing them in the document input tray. If you cannot flatten curled edges, make sure the curled edges are facing down when you place the originals in the input tray.

The bottom of the scanned image is cut off

By default, the scanning software can scan media that is up to 356 mm (14 in) long. For longer pages, the end of the document is not included in the scanned image unless you specify a page size appropriate for the length of the original.

If you scan a page longer than the page size specified in the scanning software, the LCD will display a **Paper Jam** error.

The scanned images have streaks or scratches

After each step, try another scan to see if the streaks or scratches are still apparent. If so, then try the next step. For information on cleaning the scanner, see the **Care and maintenance** section of the User Guide.

- Check that the originals are clean and unwrinkled.

- Clean the scanning strips inside the document feeder.

- Clean the rollers.

An item loaded in the scanner jams repeatedly

- The item might not meet the guidelines for acceptable originals.

- The item might have something on it, such as staples or self-adhesive notes on the original that must be removed.

- Check for any tears or holes in the document.

- Make sure the paper guides touch the edges of the original.

Clear jams from the scanner paper path

To clear a paper jam, complete these steps:

1. Remove any pages from the document input tray.

2. Open the document feeder hatch.

3. Remove the originals or any obstructions from the paper path.

4. Remove any visible debris (for example, paper, staples, or clips) from the paper path.

5. Close the document feeder hatch.

6. Reload the unscanned originals in the document input tray.

7. Resume scanning.

6 Product accessibility and support

Accessibility options on this scanner include an LCD Reader and the ability to enable and disable scanner buttons.

- LCD Reader
- Control of the scanner buttons

LCD Reader

The LCD Reader is software that outputs the status of the LCD on the scanner front panel to the computer monitor as the LCD changes. The LCD Reader enables accessibility software tools to express what is being shown on the scanner front panel.

NOTE: The LCD Reader is English-only.

To use the LCD Reader, follow these steps:

1. On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard\Scanjet\, and then to the **5000 s2** directory.

2. To open the program, double-click **hplcd.exe**.

NOTE: The LCD Reader is not able to display the LCD text when there is a USB connection error or the scanner is off.

Control of the scanner buttons

To prevent buttons from being pushed accidentally, you can disable the buttons on the scanner front panel.

When the buttons are disabled, you always start scans and copies from the computer using scanning software. You can still press the Cancel (✕) button on the scanner front panel to stop a scan.

To turn off the scanner buttons, follow these steps:

1. Open the HP Scanner Tools Utility.

2. On the **Profiles** tab, select the **Disable front panel buttons** check box.

   To turn on the scanner buttons, clear the **Disable front panel buttons** check box.

NOTE: You must have administrative privileges on the computer to change the setting of this check box.

7 Specifications and warranty

This section contains regulatory information and product specifications for your scanner.

- Scanner specifications
- Document feeder specifications
- Environmental specifications
- Regulatory information
- Energy information
- Disposal of Waste Equipment by Users in Private Households in the European Union
- Hewlett-Packard limited warranty statement

Scanner specifications

Name	Description
Scanner type	Duplex sheet-feed scanner
Size	Width: 310 mm (12.2 in), Depth: 183.8 mm (7.23 in), Height: 182.4 mm (7.18 in)
Weight	4.82 kg (10.63 lbs)
Scanning element	Contact image sensor (CIS)
Interface	USB 2.0 high speed (compatible with USB 1.1)
Optical resolution	600 x 600 dpi hardware
Power adapter information	- This product is intended to be supplied by a Listed Power Unit, marked with **LPS** or **Limited Power Source** and rated O/P: 32 Vdc, 1.56 A (1560 mA). - DC output for power supply: 32 Vdc, 1.56 A (1560 mA), 50W
Power consumption	For power consumption information, see the HP Scanjet Enterprise Flow 5000 s2 regulatory supplement .pdf file on the HP Scanning Software CD.
System requirements	To view minimum and recommended system requirements, go to www.hp.com, select your country/region, search on your scanner model, and then search on **datasheet**.

Document feeder specifications

Name	Description
Input tray capacity	50 sheets of 75g/m^2 (20 lb)
Minimum paper size	52 x 74 mm (2.1 x 2.9 in)
Maximum paper size	216 x 3100 mm (8.5 x 122 in)
Minimum paper weight	41 g/m^2 (11 lb)
Maximum paper weight	209 g/m^2 (56 lb)

Environmental specifications

Name	Description
Temperature	Operating the scanner: 10° to 35° C (50° to 95° F)
	Storage: –40° to 65° C (–40° to 149° F)
Relative humidity	Operating the scanner: 10% to 80% noncondensing 10° to 35° C (50° to 95° F)
	Storage: up to 90% at 0° to 65° C (32° to 149° F)

NOTE: HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at www.hp.com/go/reach.

Regulatory information

Additional regulatory information about your scanner can be found in the HP Scanjet Enterprise Flow 5000 s2 regulatory supplement pdf file on the HP Scanning Software CD.

Regulatory Model Identification Number: For regulatory identification purposes your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is FCLSD-1103. This regulatory number should not be confused with the marketing name (HP Scanjet Enterprise Flow 5000 s2) or product number (L2738A).

Energy information

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:

Additional ENERGY STAR qualified imaging product model information is listed at: http://www.hp.com/go/energystar

Disposal of Waste Equipment by Users in Private Households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Hewlett-Packard limited warranty statement

HP Scanjet Enterprise Flow 5000 s2 scanner

Model	Asia/Pacific	Americas	Europe/Middle East/Africa
5000 s2	1 year	1 year	1 year

1. HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either replace or repair products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

2. HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

3. HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

4. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

5. This warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

6. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED, AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states, or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights, and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

7. HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter the form, fit, or function of the product to make it operate in a country/region in which it was never intended to function for legal or regulatory reasons.

8. TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

9. THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

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